

**Fevzi Okumus PhD and CHE**

CFHLA Preeminent Chair Professor

*Areas of Expertise:* Lodging, Leadership and Strategic Management

Editor-in-Chief of the International Journal of Contemporary Hospitality Management

Co-Founding Editor of the Journal of Hospitality and Tourism Insights

Rosen College of Hospitality Management

University of Central Florida

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## SUMMARY STATEMENT

### Leadership and Service Highlights

- Founding Chair of Hospitality Services Department at UCF Rosen College during 2007-2013
- Led the Rosen College strategic planning efforts from 2006-2013
- Founding Chair of the Hospitality Management department at Mugla University, Turkey
- Editor-in-Chief of the International Journal of Contemporary Hospitality Management (IJCHM) since 2007. IJCHM's Impact Factor for 2016 is 3.196 and IJCHM's h-index is 118
- Received the "Leading Editor" award from Emerald in 2010
- Serve on editorial boards of 24 international refereed journals
- Keynote speaker and panelist at numerous international and national conferences
- Established good working relationships with local hospitality organizations including Rosen Hotels, Marriott Grande Lakes Orlando, Universal Orlando, Visit Orlando and Hospitality Sales and Marketing Association International
- Chaired two university committees, five college committees and three department committees
- Served on 11 University, 16 College and four department committees
- Served on five committees at ICHRIE (Awards, Research, Education and Strategic Planning)
- Worked with and mentored many junior faculty, PhD students and adjuncts

### Research Highlights

- Have over 230 academic publications (refereed journal articles, books, book chapters, conference presentations, book reviews, encyclopedia entries and reports)
- Have 105 articles published/accepted in refereed journals
- Of the above 105 articles, 10 of them as single author and 33 as lead author
- Of the above 105 articles, 68 of them are in top-tier journals, including Annals of Tourism Research, Tourism Management and International Journal of Hospitality Management, Service Industries Journal, Management Decision, International Journal of Contemporary Hospitality Management and Journal of Hospitality and Tourism Research
- Published three books. One of them was the publisher's bestselling hospitality book in 2010
- Have over 85 conference presentations, 13 book chapters, and 10 encyclopedia entries
- Secured competitive grants, contracts and scholarships totaling an amount of \$500,000
- Received 4,535 citations and have an h-index of 35 (GoogleScholar.com, December 1, 2017)
- Chaired/Co-chaired/Chairing six PhD dissertation, four master and two honor thesis committees
- Served on three PhD dissertation, six master and two honor thesis committees
- Received recognitions and awards for publications from ScienceDirect and Emerald
- Received the Rosen College Distinguished Researcher Award in 2008
- Listed among the Top 100 Tourism and Hospitality Scholars worldwide (Park et al., 2011)
- Received the UCF Rosen College Research Incentive Award (RIA) in 2014
- Received the UCF Excellence Research Award from the Rosen College in 2015
- Received the Michael D. Olsen Research Achievement Award in 2016
- Received the UCF Scroll & Quill Society Award in 2017
- CFHLA Preeminent Chair Professor in 2017

### Teaching Highlights

- Outstanding teaching evaluations from students (above 4.0 or higher on a 1-5 scale)
- Developed and taught over 20 undergraduate and graduate level courses
- Teaching experience in the US, England, Turkey, Hong Kong, Thailand and China
- *Certified Hospitality Educator* (CHE) from the American Hotel & Lodging Association
- Co-authored refereed articles on teaching strategic management and hospitality education
- Lead author of a strategic management text, which was among the publisher's bestselling textbooks in the hospitality field in 2010
- ICHRIE Johnson & Wales Best Case Study Award in 2011 and ICHRIE Johnson & Wales Third Best Case Study Award in 2016
- Experience in utilizing multiple teaching modes including face to face, hybrid and fully online
- Received the UCF Excellence Graduate Teaching Award from Rosen College in 2016

## **ACADEMIC QUALIFICATIONS**

### **Philosophy of Doctorate (PhD) in Strategic Hotel Management (2000)**

School of Hotel and Restaurant Management, Oxford Brookes University, Oxford, UK

### **Master of Science (MSc) in International Hotel Management (1996)**

School of Hotel and Restaurant Management, Oxford Brookes University, Oxford, UK

### **Master of Science (MSc) in Tourism and Hospitality Management (1992)**

Graduate School of Social Sciences, Erciyes University, Kayseri, Turkey

### **Bachelors of Science (BSc) in Tourism and Hotel Management (1990)**

Mersin School of Tourism and Hospitality Management

College (Faculty) of Economics and Business Administration

Cukurova University, Mersin, Turkey

## **ADMINISTRATIVE LEADERSHIP EXPERIENCE**

Founding Chair of Hospitality Services Department, University of Central Florida 2007-2013

Editor-Chief, International Journal of Contemporary Hospitality Management 2007-present

Founding Chair of Hospitality Management Department, Mugla University 2002-2003

Hotel Manager, International Hotel, Alanya, Turkey Summer 1990

## **AWARDS AND RECOGNITIONS**

- Keynote Speaker and Panelist at many international and national conferences
- CFHLA Preeminent Professor in Lodging Management in 2017
- UCF Scroll & Quill Society Award in 2017
- Michael D. Olsen Research Achievement Award 2016 by University of Delaware, USA
- ICHRIE Faculty Internship Award, Hyatt Hotels August 2016
- ICHRIE Johnson & Wales Third Best Case Study Award in 2016
- UCF Rosen College Excellence Graduate Teaching Award in 2016
- UCF Excellence Research Award from Rosen College in 2015
- UCF Rosen College Research Incentive Award (RIA) in 2014
- Best Paper Award at iHITA 2014 Annual Conference in 2014
- Two Highly Commended Article Awards from Emerald in 2013

- ICHRIE Faculty Internship Award, Marriot Hotels and Resorts in 2013
- Listed among the Top 100 Tourism and Hospitality scholars worldwide in 2011
- Outstanding Book Chapter Contribution Award from Emerald in 2012
- ICHRIE Johnson & Wales Best Case Study Award in 2011
- Leading Editor Award from Emerald in 2010
- Rosen College Distinguished Researcher Award in 2008
- Highly Commended Award from Emerald in 2001
- Graduate Education Scholarship from the Turkish Higher Education Counsel 1994-2000

## **EMPLOYMENT HISTORY**

### **University of Central Florida, Orlando, FL (August 2005 - present)**

Rosen College of Hospitality Management

CFHLA Preeminent Professor in Lodging Management (2017-present)

Founding Chair of Hospitality Services Department (August 2007-August 2013)

Tenured Full Professor (2012-present)

Tenured Associate Professor (2006-2012)

Assistant Professor (2005-2006)

### **Mugla University, Mugla, Turkey (2000-2005)**

School of Tourism and Hospitality Management

Founding Department Chair of Hospitality Management Department (2002-2003)

Deputy Head of School (2002-2003)

Tenured Associate Professor (2002-2005)

Assistant Professor (2000-2002)

### **Hong Kong Polytechnic University, Hong Kong, China (March 2003-January 2005)**

Research Fellow, School of Hotel and Tourism Management

(During this period I was on sabbatical leave from Mugla University, Turkey)

### **Oxford Brookes University, Oxford, UK (1997-2000)**

School of Hotel and Restaurant Management

Graduate Teaching Assistant and Adjunct

### **InterContinental Hotels (1997-1999)**

Researcher/Consultant: During my PhD, I worked as a researcher/consultant for InterContinental Hotels and Resorts on the implementation process of a relationship marketing project. I worked very closely with senior executives, managers and frontline employees from this hotel group for over 18 months.

**Forte Hotels (1997-1998)**

Researcher/Consultant: During my PhD, I worked as a consultant for Forte Hotels on the implementation process of a revenue management project. I worked very closely with senior executives, managers and frontline employees from this hotel group for over 18 months.

**Morrell Hall, Oxford Brookes University Oxford, UK (1997-2000)**

Duty Manager: I worked as a Duty Warden (Manager) at Morrell Hall of Resident at Oxford Brookes University. There were about 550 students in this student housing complex.

**School of Tourism & Hospitality Management, Erciyes University, Turkey (1990-1993)**

Instructor: Developed and taught numerous courses including food preparation, front office management, introduction to tourism and hospitality and tourism geography.

**International Hotel, Alanya, Turkey (Summer 1990)**

Hotel Manager: Responsibilities included running daily operations of this hotel

**Club Hotel Incekum, Alanya, Turkey (Summer seasons 1987-1989)**

Front Office Clerk and Front Office Supervisor

**Turban Abant Hotel, Bolu, Turkey (Summer 1985)**

Intern: Food and Beverage

**Akbank Holiday Village, Erdek, Balikesir, Turkey (Summer 1984)**

Intern: Food and Beverage and Front Office

**Akcakoca Yeni Cinar Hotel, Bolu Turkey (Summer 1983)**

Intern: Food and Beverage

**TEACHING AREAS AND INTERESTS**

- Strategic Management
- Leadership Development
- Lodging Operations/Hotel Management
- Introduction to Hospitality and Tourism
- Hospitality Management
- International Hospitality Management
- Strategic Human Resource Management
- Entrepreneurship in Hospitality and Tourism
- Qualitative Research

**Courses Developed and Taught****UCF Rosen College of Hospitality Management, Orlando FL, US<sup>1</sup>****Graduate Level - developed and taught**

- HMG 6296 Critical Issues in Hospitality and Tourism – Capstone Course (Summer 2006, Summer 2007, Fall 2007, Fall 2008, Fall 2009, Fall 2010; Fall 2011; Fall 2012; Fall 2014 and Fall 2015; Summer 2016 and Fall 2016; Spring 2017; Summer 2017)

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<sup>1</sup> Student Perception of Instruction (SPI) scores are available upon request

- HFT 6228 Critical Hospitality Human Resources Management Issues (Spring 2006, Spring 2007 and Spring 2008)
- HFT 6596 Strategic Marketing Management (Fall 2005)

Undergraduate Level - developed and taught

- HMG 7258 Strategies and Tactics: Lodging Fall 2017
- HFT 4295 Leadership and Strategic Management (Fall 2005, Spring 2006, Summer 2006, Fall 2006, Spring 2007, Fall 2007, Spring 2008, Spring 2009, Spring 2010, Fall 2010, Spring 2011, Spring 2012, Spring 2013; Spring 2014 and Fall 2014; Spring 2015 and Summer 2015; Fall 2015; Spring 2016; Summer 2016; Fall 2016; Spring 2017; Summer 2017; Fall 2017)
- HFT 1000 Introduction to Hospitality and Tourism (Fall 2009; Spring and Summer 2014)
- Tourism Geography (Fall 2006)

**School of Tourism and Hospitality Management – Mugla University, Turkey**

Undergraduate Level - developed and taught

- International Hospitality Management (Spring 2005)
- Hotel Management (Spring 2005)
- Introduction to Hospitality and Tourism (Spring 2002 and 2005)
- Introduction to Tourism (Fall 2001 and 2002)
- Marketing Management (Spring 2002)
- Travel Management (Spring 2002)
- Tourism and Environment (Spring 2002)

**College of Economics and Business Administration, Mugla University**

Graduate Level - developed and taught

- Strategic Management (Fall 2000)
- Conflict Management (Fall 2001 and Fall 2002)

Undergraduate Level - developed and taught

- Introduction to Management (Summer 2001)
- Public Relations (Fall 2000 and Fall 2001)
- Research Methodology (Fall 2001)
- Business English (Fall 2000, Spring 2000, Spring 2001 and Spring 2002)
- Management of Tourism and Hospitality Organizations (Spring 2001 and Spring 2002)

**School of Hotel and Restaurant Management, Oxford Brookes University, Oxford, UK**

Graduate Level – developed and taught

- Co-taught Strategic Management (Spring 1997, Spring 1998, Spring 1999 and 2000)

Undergraduate Level (developed and taught)

- Understanding Hospitality (Fall 1999)

**School of Tourism and Hospitality Management, Erciyes University**

Undergraduate Level – developed and taught

- Tourism and Hospitality Law (Fall 1990 and Fall 1991)
- Management of Travel Agencies and Tour Operators (Fall 1990 and Fall 1991)
- Food Production (Fall 1990 and Fall 1991)
- Front Office Management (Spring 1991 and Spring 1992)
- Tourism Geography (Spring 1991 and Spring 1992)

## SERVICE RECORD AND APPOINTMENTS

### Industry and Professional Organizations

- ICHRIE Research Committee 2015 – present
- ICHRIE Teaching Committee 2015 - present
- ICHRIE Leadership Academy 2015-2016 Co-chair
- ICHRIE Strategic Planning Committee 2013-2014
- ICHRIE Awards Committee 2011-2012

### Ministry of Culture and Tourism, Turkey

- Advisor to the Ministry of Tourism and Culture, Turkey from 2001-2002
- Invited Trainer/Speaker for workshops on Public Education on Tourism in 2002

### University Level Committees

- Chair of Promotion and Tenure Committee 2016-2017
- Co-Chair of Promotion and Tenure Committee 2015-2016
- Chair of Research Council 2015-2016
- Promotion and Tenure Committee 2015-2017
- Research Council 2011-present
- Scholarly Communication Faculty Advisory Board 2015- present
- University Excellence in Teaching and Advising Committee 2010-2013
- Strategic Planning Council Committee 2006-2013
- Budget and Administration Committee 2009-2011
- Founders Day Committee 2006
- Graduate Curriculum Revision Committee 2006-2007
- Faculty Fellow at the Faculty Center for Teaching and Learning 2006-2007
- Advisory Board Member at the Faculty Center for Teaching and Learning 2007-2008
- Division Review Committee for Specialized Colleges 2006-2007

### College Level Committees/Service

- College Promotion and Tenure Guidelines Review Committee 2016-2017
- Search Committee Member for the Tourism Events & Attractions Department Chair position 2015-2016
- Research Incentive Award Committee member 2015-2016
- Faculty Research Committee member 2014-2017
- Lodging/Timeshare Committee member 2015-2017
- Graduate Policy and Curriculum Committee member 2014-2017
- Chair of Hospitality Services Department August 2007- August 2013
- College Executive Committee 2007-2013
- Chair of Search Committee for the Event Management Instructor position 2012-2013
- Committee Chair for the Tourism Events & Attractions Department Chair 2010-2011
- Chair of ad-hoc Strategic Planning Committee 2006-2012
- Chair of Planning, Advisory and Assessment Committee 2006-2007
- Chair of Assistant Executive Education Director Search Committee in 2007
- Member of Dean's Five Year Review Committee 2006-2007
- Member Graduate Policy & Curriculum Committee 2006-2008
- Grand Marshal, UCF Graduation Ceremony Fall 2005 and Summer 2010
- Faculty Development Committee 2006-2007
- Search Committee member for department chair position in 2007
- Founding Faculty Supervisor, HSMAI Student Chapter 2005-2007

### **Department Committees/Service**

- Promotion Committee Chair for Instructors/Lectures 2015-2016
- Promotion and Tenure Committee Chair 2014-2015
- Ad-Hoc Committee for the New Management and Leadership Course 2014-2016
- Curriculum Revision Committee member 2014-2015
- Promotion and Tenure Committee member 2013-2016

### **Mugla University, Turkey**

- Member, Social Sciences Graduate School Board from October 2001 to March 2003 and again from January 2005 to August 2005

### **School of Tourism and Hospitality Management, Mugla University, Turkey**

- Founding Chair of Hospitality Management Dept. from October 2001 to March 2003
- Chair of School and Department Curriculum Revision Committee
- Chair of Department Industrial Placement Committee

## **SUPERVISION OF GRADUATE STUDENTS**

### **Chairing and Serving on PhD Dissertation Committees & Examining PhD Dissertations**

- Kyle Hight, Committee Chair. He will take his candidacy exam in the Spring 2018 semester.
- Trishna Gajjar, Committee Chair. She will take her candidacy exam in the Fall 2017 semester.
- Mohammed Lefrid, Committee Chair. He will take his candidacy exam in the Fall 2017 semester.
- Elaine Mathis, Committee Co-Chair with Dr. Mathilda van Niekerk. She passed her candidacy examination in the Fall 2016 semester and is currently working on her dissertation proposal. She is expected to graduate in Spring 2018.
- Mohd Hairi Jalis, External Examiner, Southern Cross University, Australia, Fall 2016.
- Annie Ko, External Examiner, The Hong Kong Polytechnic University, School of Hotel and Tourism Management, Hong Kong SAR, China. Examined in Spring 2016.
- Michael Kruesi, External Examiner, Auckland University of Technology, New Zealand. Examined in the Fall 2015 semester.
- Albert Berredá Davila. Committee Co-Chair with Dr. Khal Nusair. He defended his dissertation and graduated in summer 2014. He currently works as an Assistant Professor at Missouri State University.
- Anil Bilgihan, Committee Co-Chair with Dr. Khal Nusair. He successfully defended his PhD dissertation in July 2012. His PhD dissertation was on the role of flow in creating e-loyalty: the case of online hotel booking websites. [He received the “Best Dissertation”](#)



[award from the Rosen College](#). He currently works as an Assistant Professor at Florida Atlantic University.

- Shara Lee, [Committee member](#). Successfully completed in September 2012. Her EdD dissertation was on Academic Engagement through Experiential Learning: Building Transferable Skills within Undergraduate Hospitality Education. [She received the National Society for Experiential Education's \(NSEE\) Outstanding Experiential Education Research Award for 2013](#).
- Judy Holcomb, [Committee member](#). Successfully completed in September 2010. Her PhD dissertation focused on CSR activities in hotel companies. She currently works as an Associate Professor at Saint Leo University.
- Andrew Walls, [Committee member](#), successfully completed his PhD in August 2009. His PhD dissertation focused on experience marketing in hotel companies. He currently works as an assistant professor at San Francisco State University. [He received the "Best Dissertation" award from the Rosen College and received the "Highly Recommended Dissertation Award" from Emerald](#).
- Izzet Kilic, [Committee Chair](#). He successfully completed and defended his PhD dissertation in 2005, Dokuz Eylul University, Turkey. His PhD dissertation focused on strategic planning practices in Turkish hotels. He currently works as an associate professor at Duzce University, Turkey.

### **Chairing and Serving on Master Thesis Committees**

- Adi Hayat, [Committee Chair](#). Her thesis looked at meeting planners' destination selection criteria. She completed and defended her thesis in the Summer 2011 semester.
- Sivika Saentanupap, [Committee Member](#). Her thesis looked at sustainability practices in Phuket Hotels, Thailand. She completed and defended her thesis in the Spring 2011 semester.
- Sunny Kim, [Committee Co-Chair](#). Her thesis looked at employees' perception of green practices in hotel companies. She completed and defended her thesis in 2010. [She received the "Best Thesis" award from the Rosen College](#).
- Lisa Coobs, [Committee Member](#). Her thesis looked at relationship marketing practices in destination marketing organizations. Successfully completed and defended her thesis in 2007. She currently works in the hospitality industry.
- Neslihan Colak, [Committee Chair](#). Her thesis looked at the role of incoming travel agents in promoting hotels in Marmaris, Turkey. She completed and defended in 2004, Mugla University, Turkey.
- Hulya Isfendiyaroglu, [Committee Chair](#). Her thesis looked at outsourcing laundries in hotels in Mugla, Turkey. Successfully completed and defended in 2003, Mugla University, Turkey.

## **Honors Theses Supervision**

- Luisa F Alvarez, Committee Member. Successfully completed and defended in 2009.
- Rachel Perez, Committee Chair. Successfully completed and defended in 2007.

## **KEYNOTES AND OTHER SPEAKING ARRANGEMENTS**

- **Keynote Speaker:** 2017 China Tourism Tribune Research Conference, November 16-18, 2017. Beijing Union University, Beijing China.
- **Keynote Speaker:** Global Conference on Service Management, October 3-7, 2018 SIAF Volterra, Italy.
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- **Keynote Speaker:** Internet Plus, Big Data and Business Innovation. July 8-9 2017. University of International Business and Economics, Beijing, China.
- **Keynote Speaker:** 2017 China Marketing Conference July 14-17 2017. University of International Business and Economics, Beijing, China.
- **Keynote Speaker:** 2nd International Conference Tourism Dynamics and Trends. University of Seville, June 26-29 2017, Seville, Spain.
- **Panelist:** TTRA European Chapter 2017 Conference, University of Angers, April 25-28, 2017. Angers, France.
- **Panelist:** General Session on publishing in top-tier journals at the 22<sup>nd</sup> Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, January 5-7, 2017. University of Houston, USA.
- **Panelist:** Research Performance Metrics: Thriving and Struggling among Indicators at the Consumer Behavior in Tourism Symposium 2016. December 14 - 17, 2016. Brunico, Italy.
- **Speaker:** Publishing your qualitative research article in a top tier journal workshop at the Consumer Behavior in Tourism Symposium 2016. December 14-17, 2016. Brunico, Italy.
- **Invited Keynote Speaker:** Corporate Communication Conference, University of International Business and Economics, July 8-9, 2016, Beijing, China.
- **Panelist:** Academy of Global Hospitality & Tourism Conference (AGHTC2016), May 20-22, 2016. Seoul, Korea.
- **Invited Keynote Speaker:** 2<sup>nd</sup> Global Tourism & Hospitality Conference and Asia Tourism Forum, May 16-18, 2016, Hong Kong Polytechnic University, Hong Kong (SAR), China.
- **Keynote Speaker:** 1<sup>st</sup> International Conference on Tourism Dynamics and Trends, May 4-7, 2016, Akdeniz University, Antalya Turkey.

- **Panelist:** Grant Writing and External Funding at the 21<sup>st</sup> Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, January 7-9, 2016, Philadelphia, Pennsylvania, USA.
- **Invited Keynote Speaker:** 3rd International Conference on Events. September 7-9 2015. Institute for Tourism Studies, Macau.
- **Panelist on Publishing in Top Tier Journals:** ICHRIE Annual Conference, Career Academy, Research Consortium, July 29-31, 2015, Shingle Creek Hotel Orlando.
- **Invited Keynote Speaker:** 2015 World Hospitality and Tourism Forum, June 24-26 2015, Seoul, Korea.
- **Panelist on Publishing in Top Tier Journals:** 5<sup>th</sup> Advances in Hospitality & Tourism Marketing and Management (AHTMM) conference, June, 18-21 2015. Ritsumeikan Asia Pacific University (APU), Beppu, Japan.
- **Invited Keynote Speaker:** Astana Economic Forum 2015, May 21-22, 2015. Eurasian National University, Astana, The Republic of Kazakhstan.
- **Invited Keynote Speaker:** 2015 International Conference on Hospitality, Tourism, and Leisure - Sustainable Development, LOHAS, and Innovation Education May 17-18, 2015 Shih Chien University, Taipei, Taiwan, R.O.C.
- **Invited Keynote Speaker:** 2<sup>nd</sup> International Congress of Tourism and Management Research. May 1-3, 2015 Ephesus Resort, Kusadasi Turkey.
- **Panelist:** Transfer of Knowledge for new Tourism Clusters and Products at The t-Forum 2015 Global Conference Tourism Intelligence in Action, May 4-7, Naples Italy.
- **Invited Keynote Speaker:** Sun Yet-Sen University's Business School's 30<sup>th</sup> Year Anniversary Celebration Symposium. April 2015, Guangzhou, China.
- **Invited Keynote Speaker:** 5<sup>th</sup> India International Hotel, Travel and Tourism Research Conference, February 11-15 2015, New Delhi, India.
- **Invited Speaker:** Consumer Behavior in Tourism Symposium 2014 (CBTS 2014) December 3-6, 2014, Bruneck/Brunico, South Tyrol, Italy.
- **Invited Speaker:** Talk to PhD students and faculty members on publishing in top-tier journals at the William F. Harrah College of Hotel Administration, University of Nevada Las Vegas, Nevada, November 14, 2015.
- **Invited Speaker:** The University of West Indies, 3<sup>rd</sup> International Tourism Conference, November 9-11, 2014, Montego Bay, Jamaica.
- **Invited Keynote Speaker:** 2014 China's Hospitality Education and Teaching Methodology Forum" on 12 October 2014, Beijing International Studies University (BISU), Beijing, China.

- **Invited Keynote Speaker:** 2<sup>nd</sup> International Interdisciplinary Business-Economics Advancement Conference. July 16-19, 2014. Istanbul – Turkey.
- **Invited Keynote Speaker:** 2014 World Hospitality and Tourism Forum, June 26-28 2014, Seoul, Korea.
- **Invited Keynote Speaker:** Global Tourism & Hospitality Conference and Asia Tourism Forum, May 18-20, 2014, Hong Kong Polytechnic University.
- **Invited Keynote Speaker:** 14<sup>th</sup> National Tourism Conference, Erciyes University, Turkey, December 5-8, 2013.
- **Invited Speaker:** X ANPTUR Tourism, Innovation and Creativity, University of De Caxias De Sul, Brazil. October 15-18, 2013.
- **Invited Keynote Speaker:** The Highway to Sustainable Regional Development: The Conference of Tourism and Hospitality, Best Western Congress Hotel, Yerevan, Armenia, June 28-30, 2013.
- **Panelist:** Publishing in Top Tier Journals, 6<sup>th</sup> International Conference on Services Management, in Cyprus, June 23-25, 2013.
- **Invited Keynote Speaker:** Religious Tourism and Tolerance Conference, May 6-9, 2013, Konya Necmettin Erbakan University, Turkey.
- **Invited Keynote Speaker:** 4<sup>th</sup> Asia-Euro Conference 2012 in Tourism, Hospitality and Gastronomy Conference, November 28-December 1, 2012, Taylor University, Selangor, Malaysia.
- **Invited Keynote Speaker:** Economic Summit, January 26-27 2012, Skukuza, Kruger National Park, South Africa.
- **Panelist:** Publishing in Top Tier Journals in the Hospitality and Tourism Field, Annual ICHRE conference in Denver, July 26-30, 2011.
- **Panelist:** Journal Development and Research Excellence and Publication, TOSOK International Tourism Conference, July 4-6, 2011 Seoul, Korea.
- **Invited Keynote Speaker:** International Conference on Global Sustainable Tourism, November 15-19 2010, Mbombela, Nelspruit, South Africa.
- **Panelist:** Publishing in International Journals International Conference on Global Sustainable Tourism, November 15-19, 2010, Mbombela, Nelspruit, South Africa.
- **Panelist on Training Reviewers:** Annual ICHRE conference in San Juan, Puerto Rico, July 28-31, 2010.
- **Invited Leading Scholar:** Participated in “one2five” meetings in strategic management with graduate students at the 15th Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, January 7, 2010, Washington.

- **Panelist on Editors Panel:** 15th Graduate Conference in Tourism and Hospitality Education, January 7 2010, Washington.
- **Panelist on Qualitative Research:** Annual ICHRE Conference July 26-28, 2009, San Francisco, California.
- **Invited Keynote Speaker:** 4<sup>th</sup> International Conference on Services Management, at Oxford Brookes University U.K., May 15, 2009. Oxford, England.
- **Invited Keynote Speaker:** Culture and Event Tourism Conference, November 5-9 2008 Alanya, Turkey.
- **Panelist on Editors Panel:** EuroCHRIE2008 Conference, October 11-14 2008, Dubai.
- **Panelist on Editors Panel:** Services Conference at Penn State University, May 9-10, 2008, University Park PA.
- **Panelist on Editors Panel:** the 13th Graduate Conference in Tourism and Hospitality Education, January 3-5 2008, Orlando.
- **Invited Speaker:** Delivered a workshop on how to publish papers in IJCHM at the William F. Harrah College of Hotel Administration, University of Nevada Las Vegas, Nevada, November 30 2007.

## EDITORIAL APPOINTMENTS

**Editor-in-Chief** of the International Journal of Contemporary Hospitality Management (IJCHM) since March 2007. [Received the Leading Editor award from Emerald in 2010.](#)

- IJCHM is a Thompson ISI - Social Science Citation Index (SSCI) journal since 2010.
- IJCHM 2016 Impact Factor is 3.196
- IJCHM has an h-index of 119
- IJCHM's acceptance rate is around 10%
- IJCHM receives about 750 paper submissions annually
- 635,770 article downloads were made from IJCHM in 2016

### **Editorial Board Memberships of International Journals**

1. Annals of Tourism Research (SSCI journal) since 2004
2. Journal of Services Research since 2006
3. Leadership and Organizational Development Journal (SSCI journal) since 2007
4. Journal of Hospitality and Tourism Research (SSCI journal) since 2007
5. Journal of Hospitality Marketing and Management since 2007
6. Journal of Vacation Marketing since 2007
7. Journal of Hospitality and Tourism Technology since 2007
8. Worldwide Hospitality and Tourism Themes since 2008
9. China Tourism Research since 2009
10. International Journal of Tourism Sciences since 2010
11. Journal of Hospitality and Tourism Cases since 2011
12. Asia-Pacific Journal of Innovation in Hospitality and Tourism (APJIHT) since 2012
13. Tourism Planning and Development since 2012
14. China Tourism Tribune since 2013
15. Journal of Teaching in Travel and Tourism since 2013
16. Gastronomy and Tourism since 2014
17. Penn State Research Reports since 2014
18. Advances in Hospitality and Tourism Research since 2014
19. International Journal of Bibliometrics in Business and Management since 2015
20. Spanish Journal of Marketing since 2016 (Associate Editor for North America)
21. Brazilian Journal of Tourism Research since 2016
22. Service Industries Journal since 2017
23. Tourism and Hospitality Prospect since 2017
24. Journal of Hospitality and Tourism Management since 2017

## RESEARCH GRANTS AND CONTRACTS

### External Grants and Contracts

- **Principal Investigator**, Innovations in applying machine learning to text mining in the hospitality industry. With Dr. Ahmet Ozturk and Dr. Anil Bilgihan. We worked with Datanautix Inc, developed and submitted an NSF SBIR Grant (Proposal NSF 16-554). UCF Research ID: 1060975. (2016). Amount \$61,272. It was **not funded** but we are currently revising the proposal to resubmit it in Fall 2017.
- **Co-Investigator**, Evolution of academic foundations of strategic management research in hospitality and tourism (HK\$- 248,250) with Mehmet Ali Koseoglu, Fevzi Okumus and Rob Law. The Hong Kong Polytechnic University, School of Hotel and Tourism Management (**funded**) (2016-2018).
- **Co-Investigator**, How can hospitality assist hospitals in improving their service delivery processes to gain sustainable competitive advantage? (HK\$- \$368,200) with Mehmet Ali Koseoglu, PI - Mehmet Ali Koseoglu, Basak Denizci Guillet and Deniz Kucukusta. GRF Grant. The Hong Kong Polytechnic University, School of Hotel and Tourism Management (**submitted and under review**) (2016-2017).
- **Co-Investigator**, Employing people with disabilities in the hospitality industry in Hong Kong; Perspectives of customers, employers, and managers, employees with disabilities, co-workers and government. HK\$ 502,047. Public Policy Grant with Mehmet Ali Koseoglu, Valentini Kalargyrou and Alice Hon, The Hong Kong Polytechnic University, School of Hotel and Tourism Management (**not funded**) (2016-2017).
- **Co-Investigator**, How can hotels better involve frontline employees and middle managers in their competitive intelligence activities? (**Funded HK\$ 46,982**). Hotel Icon Grant with Mehmet Ali Koseoglu and Eric Chan, The Hong Kong Polytechnic University, School of Hotel and Tourism Management. (2016-2017).
- **Co-Investigator**, Perception study on booking intention of virtual rooms with IAQ improvement. The Hong Kong Polytechnic University, School of Hotel and Tourism Management. GRF grant rated 3.5; Wilco Chan, Fevzi Okumus, Frank Lee, Cheris Chow and Norman Au. Amount: **Funded HK\$ 99,900 (US\$ 15,000)** for 2015-2017. Project Id: G-YBH6. (2015-2017).
- **Co-Investigator**, Employees as co-creators of customer experiences: An exploratory study of hotel firms. The Hong Kong Polytechnic University, School of Hotel and Tourism Management. Eric Chan, Prakash Chathoth, Robert Harrington and Zibin Song. Project: **Funded HK\$196,000 – US\$ 25,000** in 2015-2016. Project ID: 1-ZVGR.
- **Co-Investigator**, W192 Flexible assistance program pilot project. Robertico Croes, Jeff Weinland, Michael Terry and Eric Berger. Logan Simpson Design Inc. **Funded \$15,000**. UCF Project ID: 058381 Completed in 2015.
- **Co-Investigator**, Relationship between hotel employees' environmental knowledge, awareness, concern, ecological behavior and their intention to implement green practices: An empirical investigation in HK and US hotels. **Funded HK\$ 105.000 (US\$11,000)** by

the Hong Kong Polytechnic University from August 2011 to January 2015. Eric Chan, Wilco Chan and Fevzi Okumus. Project ID: Polyu 4412/10H A-PK66.

- **Co-Investigator**, Environmental technologies in the hotel industry: A neo institutional perspective. **Funded HK\$215,303 (US\$ 27,500)** by the Hong Kong Polytechnic University from January 2013 to June 2015. Eric Chan, Wilco Chan and Fevzi Okumus. Project ID: B-Q34E.
- **Co-Principal Investigator**, Developing Effective Communication Strategies for the Spanish-Speaking and Haitian-Creole-Speaking Hospitality Workforce, **Funded \$4,000** by Hospitality Industry Diversity Institute (HIDI), 2010-2011. Successfully completed in April 2011. UCF Project ID: 1050873.
- **Co-Investigator**, Strategic Service Reorientation of Hotel Firms towards Co-creation: An Exploratory Study of Upscale Hotels in Hong Kong. **Funded HK\$201,250 (US\$25,000)** by the Hong Kong Polytechnic University, Hong Kong, China. 2010-2011. Completed in 2012 and published two refereed journal articles from this project. Project ID: 1-ZV3T
- **Principal Investigator**, Hilton Orlando: Perception and Experiences of Professional Meeting Planners from Corporations and Associations, UCF Research ID: 1051013. **Funded \$19,831.** June 2010 - September 2010 by the Hilton Orlando Hotel, Orlando, FL, USA. Successfully completed in September 2010. UCF Project ID: 1051013.
- **Principal Investigator**, Florida Based Meeting Planners' Perceptions and Experience of Orlando as a Meeting Destination. **Funded \$30,581** by the Orange/ Orlando Convention and Visitors Bureau on Destination Telemarketing, Orlando, FL, May 2010-August 2010. Successfully completed in August 2010. UCF Research ID: 1050912.
- **Principal Investigator**, Professional meeting planners' perception of Orlando, and other tourism destinations. **Funded \$195,000** by Orange/Orlando Convention and Visitors Bureau on Destination Telemarketing, Orlando, FL, U.S. March 2009-April 2010. Successfully completed in April 2010. UCF Research ID: 1048792.
- **Principal Investigator**, A research grant from the Scientific and Technical Research Council of Turkey to carry out a study on learning organizations in the hotel industry in Mugla region in Turkey. **Funded \$4,000.** The project was completed in 2006.
- **Co-Investigator**, Postdoctoral Research Fellowship grant from The Hong Kong Polytechnic University for March 2003 to March 2005 (**Funded \$120,000**). Worked with Dr. Kevin Wong on a research project that aims to investigate how strategic management is taught in tourism and hospitality schools programs worldwide.
- Travel Grant from the Turkish Academy of Sciences in 2001: **Funded \$500.**
- **PhD Scholarship/Support**, Support from InterContinental Hotels in 1997-1999 about **\$3,000.**
- **PhD Scholarship/Support**, Support from Forte Hotels in 1997-1999 about **\$2,000.**



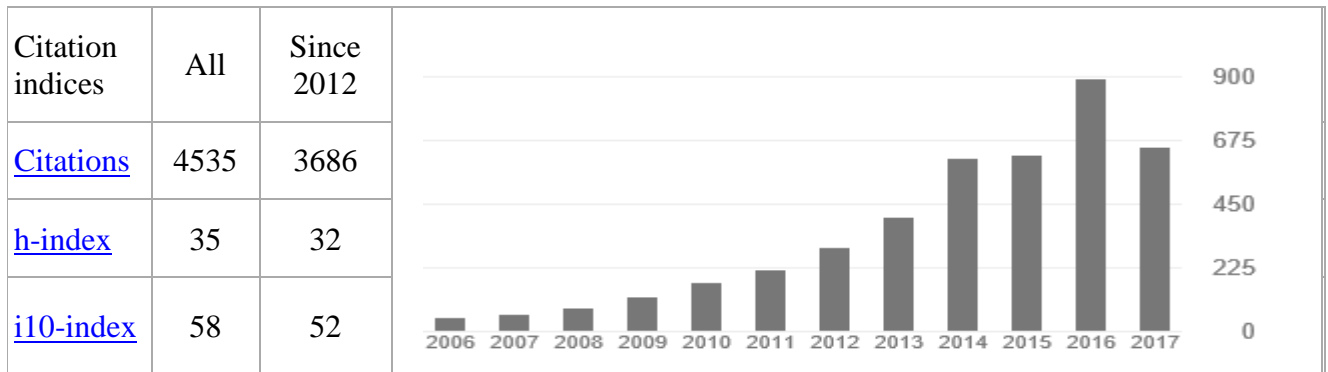
- **Scholarship** After taking a centralized competitive exam in 1993, I received a grant from the Turkish Higher Education Council to pursue my Master's and PhD degrees abroad from 1994-2000 about **\$150,000**.

### **Internal Grants**

- **Co-PI Investigator**, Identification and Management of Risks' Perceptions of International Visitors: Evidence from Orlando, US with Dr. Mehmet Altin and Dr. Hossein GT Olya. UCF Rosen college In-House Grant \$2500 (2017-2018).
- **Principal Investigator**, An Investigation into hotel employees' environmental knowledge and ecological behavior, Rosen College of Hospitality Management In-House Research Grant. **Funded \$2,500**. Data was collected from hotel employees in Turkey and we are in the process of drafting an article from this study (2015-2016).
- **Co-Principal Investigator**, Identifying Discrepancies of Career Expectations: A Comparison between the Central Florida Hospitality Industry Recruiters and Students of Hospitality Management Programs. **Funded \$7,497** by the University of Central Florida. In-house research grant, 2010-2011. UCF Research ID: 1050912.
- **Co-Principal Investigator**, Regional Destination Marketing: Towards a Collaborative Approach. UCF 2007 In-House Research Grant **Funded \$7,500**. UCF Research ID: 1045222.
- UCF Office of International Studies Course Development Project. UCF Spring Conference 2006. With Dr. Raymond Wang and Dr. Sandra Naipaul **Funded \$3,000**.
- UCF Faculty Centre for Teaching and Learning Course Innovation Project in 2006: **Funded \$500**.
- **Principal Investigator**, An internal grant was secured from Mugla University, Turkey to investigate the competitive advantages of the hotel industry in the Mugla region of Turkey. **Funded \$5,000**.
- **Co-Investigator** with Hasan Kilinc an internal grant was secured from Macau Institute of Tourism, Macau, China to Investigate Competitive Advantage of Macau as a Tourism Destination in 2003-2004. **Funded \$3,000**.

## PUBLICATIONS

### Received Citations



Source: [GoogleScholar](#) as of November 30 2017

### **Articles under review**

1. Lee, D. Chan, W. W. Mak, B., Okumus, F. and Han, K. (under review). Weighted Importance Attributes for CSR Reports of China-based Airlines— Chinese Travelers' Perspectives. *International Journal of Hospitality Management*.
2. Koseoglu, M., Okumus, F., Barca, M., Law, R. and Dogan, I. (under review). Contextual structure of strategic management research in tourism. *Journal of Travel and Tourism Marketing*.
3. Zhao, X., Law, R., Koseoglu, M. and Okumus, F. (under review). Collaboration and co-authorship in tourism research. *Annals of Tourism Research*.
4. Fu, H., Okumus, F., Wu, K. and Koseoglu, M. (under review). The Entrepreneurship Research in Tourism. *Annals of Tourism Research*.
5. Koseoglu, M., Putra, E., Yi, X., Zhao, X and Okumus, F. (under review). Strategic decision tools and organizational performance in the hotel industry. *International Journal of Hospitality Management*.
6. Kong, H. Okumus, F., Rahimi, R. and Jiang, S. (under review). Evaluation of Cruise's Services via Importance-Performance Analysis: Case of Chinese Tourists. *Asia Pacific Journal of Tourism Research*.
7. Aberdeh, H., Taheri, B. and Okumus, F. (under review). Train Me and I Will Stay: The Effect of Organizational Culture and Training on Job Satisfaction and Retention. *International Journal of Hospitality Management*.
8. Gajjar, T. and Okumus, F. (under review). Diversity Management: What are the Top Hospitality and Tourism Companies Reporting? *Journal of Hospitality Marketing and Management*. Received feedback and currently revising.
9. Kong, H., Okumus, F. and Zhou, X. (under review). The predictor and outcomes of career expectation of Generation Y employees in China, *Journal of Vocational Behavior*

10. Okumus, F., Koseoglu, M., Putra, E., Dogan, I. and Yildaz, M. (under review). A bibliometric analysis of lodging research from 1990-2016. *Journal of Hospitality & Tourism Research*.
11. Cetin, G. and Okumus, F. (under review). Experiencing local hospitality in Istanbul, Turkey. *International Journal of Culture, Tourism, and Hospitality Research*.
12. Dedeoglu, B., Bilgihan, A., Buonincontri, P. and Haobin, B. and Okumus, F. (under review). The Impact of Servicescape on Hedonic Value and Behavioral Intentions: The Importance of Previous Experience. *International Journal of Hospitality Management*.
13. Chan, E., Okumus, F. and Chan, W. (under review). What hinders hotels' adoption of environmental technologies: A quantitative study, *International Journal of Hospitality Management*.
14. Teixeira, R. Andreassi, T., Koseoglu, M. and Okumus, F. (under review). How do entrepreneurs use their social networks to access resources? Evidence from the life cycle of small tourism enterprises in Brazil. *International Journal of Tourism Research*.
15. Chathoth, P., Chan, E., Harrington, R., Okumus, F. and Song, Z. (under review). Organizational Factors Influencing Employee Engagement in Hospitality Value Co-creation. *International Journal of Hospitality Management*.
16. González-Rodríguez, M., Jiménez-Caballero, J. Martín-Samper, R. and Koseoglu, M. Okumus, F. (under review). The link between business strategy and performance: Evidence from hotels in Spain. *International Journal of Hospitality Management*.
17. Koseoglu, M. A., Yildiz, M. Okumus, F. and Barca, M. (under review). The Intellectual Structure of Coopetition: past, present and future. *Industrial Marketing Management*.
18. Marasco, A., Buonincontri, P., van Niekerk, M., Orlowski, M. and Okumus, F. (under review). Exploring the role of next-generation virtual technologies in destination marketing. *Journal of Destination Marketing & Management*. Received feedback, revised and resubmitted.
19. Berredá, A., Okumus, F., Nusair, K. Bilgihan, A. and Ozturk, A. (under review). The Influence of Website Interactivity on Branding. *Tourism Management Perspective*.
20. Barredá, A., Okumus, F., Nusair, K., & Bilgihan, A. (under review). System Interactivity as a Factor of Brand Equity Online: A Research for Hotel Websites. *Tourism Management Perspective*.
21. Zhao, X., Ghiselli, R., Law, R., Okumus, F. and Ma, J. (under review). A Mixed-Method Review of Work-Family Research in Hospitality and Tourism. *Journal of Hospitality and Tourism Management*.
22. Berredá, A., Nusair, K., Wang, Y., Okumus, F., Bilgihan, A. (under review). Brand Emotional Attachment in Social Media. *International Journal of Hospitality Management*.
23. Koseoglu, M.A., Okumus, F., Law, R. and Dogan, I. (under review). The Social Structure of Strategic Management Research with a Hospitality Industry Focus. *International Journal of Hospitality Management*. Received feedback and currently revising.

## **Articles Published/Accepted in Refereed Journals**

**Research themes/areas:** Strategic management (SM), Hospitality and Tourism Marketing (HTM), Hospitality Information Technology (HIT), Tourism and Hospitality Education (THE), Environmental Management (EM), Hospitality and Tourism Research (HTR), Human Resources Management (HRM), Hospitality Management (HM), and Other (O).

\* Indicates graduate or undergraduate student

1. Koseoglu, M., Okumus, F., Putra, E. D., Yildiz, M. and Dogan, I. (accepted for publication). Authorship Trends, Collaboration Patterns, and Co-Authorship Networks in Lodging Studies (1990–2016). *Journal of Hospitality Marketing and Management*.
2. Koseoglu, M. A., Yazıcı, S. and Okumus, F. (accepted for publication). Barriers to implement strategic decisions: Evidence from hotels in an emerging country. *Journal of Hospitality Marketing and Management*.
3. Ye, B., Berreda, A., Nusair, K. and Okumus, F. (accepted for publication). Website Interactivity and Brand Development of Online Travel Agencies in China: The Moderating Role of Age. *Journal of Business Research*. (Thomson ISI index journal (SSCI) (HTM). <https://www.sciencedirect.com/science/article/pii/S0148296317303648>
4. Okumus, F. Zhao, X., Van Niekerk, M. and Law, R. (accepted for publication). The importance of having a balanced rating index for ranking academic journals. *Journal of Hospitality and Tourism Research*. (Thomson ISI index journal (SSCI) - (O). <http://journals.sagepub.com/doi/pdf/10.1177/1096348017709499>
5. Rahimi, R. Akgunduz, Y., Koseoglu, M. and Okumus, F. (accepted for publication). Rationales Driving International Students to Study Tourism and Hospitality in the UK: Evidence from South Asian Students. *Journal of Hospitality and Tourism Education* (THE)
6. Ozturk, Y., Allahyari San, R., Okumus, F., & Rahimi, R. (accepted for publication). Travel motivations of Iranian tourists to Turkey and their satisfaction level with all-inclusive package tours. *Journal of Vacation Marketing*, DOI: 10.1177/1356766717725562 (Thomson ISI index journal (SSCI) (HTM)
7. Chen, E. Chen, W. and Okumus, F. (accepted for publication). Barriers to Environmental Technology Adoption in Hotels. *Journal of Hospitality and Tourism Research*, DOI: 10.1177/1096348015614959. (Thomson ISI index journal – SSCI) (EM)
8. Mohseni, S., Jayashree, S., Rezaei, S., Kasim, A., & Okumus, F. (accepted for publication). Attracting tourists to travel companies' websites: the structural relationship between website brand, personal value, shopping experience, perceived risk and purchase intention. *Current Issues in Tourism*, 1-30. (Thomson ISI index journal – SSCI). (HIT)
9. Davis\*, B., Van Niekerk, M. and Okumus, F. (accepted for publication). Effective Management Strategies: Millennial Leaders Managing a Multigenerational Workplace. *Journal of Hospitality and Tourism Cases*. (HRM)

Won the ICHRIE Johnson & Wales Third Best Case Study Award in 2016.

10. Yi, X., Fu, X., Jin, W. and Okumus, F. (2018). Constructing a model of exhibition of attachment: Motivation, attachment, and loyalty. *Tourism Management*. 65, pp. 224-236. (Thomson ISI index journal (SSCI) (HTM)).
11. Okumus, F., Koseoglu, M., Morvillo, A. and Altin, M. (2017). Scientific Progress of Strategic Management in Hospitality and Tourism: A State-of-the-Art. *Tourism Review*. 72 (3), pp. 261-273.
12. Bihamta, H., Jayashree, S., Rezaei, S., Okumus, F & Rahimi, R. (2017). Dual pillars of hotel restaurant food quality satisfaction and brand loyalty. *British Food Journal*, 119(12), 2597-2609. (Thomson ISI index journal (SSCI) - (HTM)).
13. Buonincontri, P. Morvillo, A. Okumus, F. and van Niekerk, M. (2017). Managing the Experience Co-Creation Process in Tourism Destinations: Empirical Findings from Naples. *Tourism Management*. 63, pp. 264-277 (Thomson ISI index journal (SSCI) - (HTM)).
14. Okumus, F., Bilgihan, A., Ozturk, A. and Zhao, X. (2017). Identifying and Overcoming Barriers to Deployment of Information Technology Projects in Hotels. *Journal of Organizational Change Management*. 30 (5), pp. 744-766. (Thomson ISI index journal – SSCI) (SM).
15. Rahimi, R., Köseoglu, M. A., Ersoy, A. B. & Okumus, F. (2017). Customer relationship management research in tourism and hospitality: a state-of-the-art. *Tourism Review*, 72(2), 209-220. (HTM)
16. Kizildag, M. Okumus, F. and Murphy, K. (2017). Darden Restaurants, Inc. Is the Turnaround Happening? *Journal of Hospitality and Tourism Cases*. 6 (1), pp. 77-82. (SM)
17. Ozturk, A., Nusair, K., Okumus, F. and Singh, D. (2017). Understanding Mobile Hotel Booking Loyalty: An Integration of Privacy Calculus Theory and Trust-Risk Framework. *Information System Frontiers*. 19 (4), pp. 753-767. (Thomson ISI index journal - SSCI) (HIT)
18. Redditt\*, J., Okumus, F. and Gregory, A. (2017). Does Generation Y want to inherit their parent's timeshare? *Journal of Hospitality and Tourism Cases*. 6 (2), pp. 33-38. (HTM)
19. Chan, E., Chan, W. and Okumus, F. (2017). The Applications of Environmental Technologies in Hotels. *Journal of Hospitality Marketing and Management*, 26 (1), pp. 23-47. (EM)
20. Lederer\*, Z., Van Niekerk, M. and Okumus, F. (2017). Burnout in the Hospitality Industry: The Case of a Restaurant Manager. *Journal of Hospitality and Tourism Cases*, 5 (4), pp. 81-84. (HRM)
21. Day\*, C., Van Niekerk, M. and Okumus, F. (2017). The importance of strategic communication during change management at Palm College of Hospitality and Event Management. *Journal of Hospitality and Tourism Cases*, 5(3), pp. 87-90. (SM)
22. Chan, E., Hon, A., Okumus, F. and Chan. W. (2017). An Empirical Study of Environmental Practices and Employee Ecological Behavior in the Hotel Industry. *Journal of Hospitality and Tourism Research*. 41(5), pp. 585-608. (Thomson ISI index journal - SSCI) (EM)

23. Okumus, F. Karamustafa, K., Sariisik, M., Ulema, S. and Turkay, O. (2016). Career Paths of Hotel General Managers in Turkey. *Asia Pacific Journal of Tourism Research*. 21(11), pp. 1214-1226. (Thomson ISI index journal – SSCI). (HRM)
24. Andrzejewski\*, L., Van Niekerk, M. and Okumus, F. (2016). Strategic Event Planning for the Florida Music Festival. *Journal of Hospitality and Tourism Cases*, 5(2), pp. 64-69. (SM)
25. Berezina\*, K., Bilgihan, A., Cobanoglu, C. and Okumus, F. (2016). Understanding Satisfied and Dissatisfied Hotel Customers: Text Mining of Online Hotel Reviews *Journal of Hospitality Marketing and Management*. 25 (1), pp. 1-24 (HIT)
26. Koseoglu, M., Rahim, R., Okumus, F. and Liu, J. (2016). Biometric studies in tourism. *Annals of Tourism Research*, 61, pp.180-198. (Thomson ISI index journal – SSCI (O))
27. Yazici, S., Koseoglu, M. and Okumus, F. (2016). Identification of Growth Factors for Small Firms: Evidence from Hotel Companies on an Island. *Journal of Organizational Change Management*, 29 (6), pp. 994-1029 (Thomson ISI index journal – SSCI) (SM)
28. Ozturk, A., Nusair, K., Okumus, F. and Hua, N. (2016). The role of utilitarian and hedonic values on users' continued usage intention in a mobile hotel booking environment. *International Journal of Hospitality Management*. 57, pp. 106-115. (Thomson ISI index journal – SSCI). (HTM)
29. Berreda, A., Bilgihan, A. Nusair, K. and Okumus, F. (2016). Online Branding: Development of Hotel Branding through Interactivity Theory. *Tourism Management*, 57, pp. 180-192. (Thomson ISI index journal – SSCI) (HIT)
30. Ozturk, A., Bilgihan, A., Nusair, K., and Okumus, F. (2016). What Keeps the Mobile Hotel Booking Users Loyal? Investigating the Roles of Self-Efficacy, Compatibility, Perceived Ease of Use, and Perceived Convenience. *International Journal of Information Management*. 36 (6), pp. 1350-1359. (Thomson ISI index journal – SSCI) (HIT)
31. Koseoglu, M., Ross, G. and Okumus, F. (2016). Competitive Intelligence Practices in Hotels. *International Journal of Hospitality Management*, 53(1), 161-172. (Thomson ISI index journal – SSCI) (SM)
32. Barreda\*, A., Nusair, K. Okumus, F. and Bilgihan\*, A. (2016). The Mediating effect of Virtual Interactivity in Travel Related Online Social Network Websites. *International Journal of Hospitality and Tourism Administration*, 17 (2), pp. 147-178 (HIT)
33. Bilgihan\*, A., Barreda\*, A., Okumus, F. and Nusair, K. (2016). Consumer Perception of Knowledge-Sharing in Travel-Related Online Social Networks. *Tourism Management*, 53, pp. 287-296. (Thomson ISI index journal – SSCI) (HIT)
34. Ndebele\*, P., Chen, P. and Okumus, F. (2015). Going beyond recycling by embracing total sustainability: A case study of Rosen Hotels, *Journal of Hospitality and Tourism Cases* 4 (4), pp. 79-86. (EM)
35. Bilgihan\*, A., Nusair, K., Okumus, F., and Cobanoglu, C. (2015). Applying flow theory to booking experiences: An integrated model in an online service context. *Information and Management*. 52 (6), pp. 668–678. (Thomson ISI index journal – SSCI) (HIT)

36. Xiang, Y., Isbister, D. and Okumus, F. (2015). Impact of Rural Tourism Development on Subjective Well-Being Rural Chinese Woman. *International Journal of Tourism Anthropology*, 4 (3), pp. 252- 28 (O)
37. Bilgihan\*, A., Nusair, K. Berrerra\*, A., and Okumus, F. (2015). Generating Brand Awareness in Online Social Networks. *Computers in Human Behavior*. 50, pp.600-609. (Thomson ISI index journal – SSCI) (HIT)
38. Chan, E. Hon, A. Chan, W. and Okumus, F. (2014). What Drives Employees’ Intentions to Implement Green Practices in Hotels? The Role of Knowledge, Awareness, Concern and Ecological Behaviour. *International Journal of Hospitality Management* 40, pp. 20-28. (Thomson ISI index journal - SSCI). (EM)
- ScienceDirect identified this article as one of the TOP25 Hottest Articles within this journal. [http://elsevier.dmdelivery.com/x/?S7Y1\\_p9ra2H8v8jWyNLAWNL4f46tkZkBAAA91](http://elsevier.dmdelivery.com/x/?S7Y1_p9ra2H8v8jWyNLAWNL4f46tkZkBAAA91)
39. Hayat\*, A. Severt, K. Breiter, D., Nusair, K. and Okumus, F. (2014). Attributes Influencing Meeting Planners’ Destination Selection: A Case of Orlando, Florida, *Event Management* 18 (2), pp. 195-205 (HTM)
40. Madanoglu, M., Okumus, F. & Avci, U. (2014). Building a Case against Strategic Equifinality: Hybrid Ideal Type Service Organizations in a Developing Country, *Management Decision*, 52 (6) 1174 - 1193. (Thomson ISI index journal - SSCI). (SM)
41. Bilgihan\*, A. Okumus, F. & Nusair, K. (2014). Online Hotel Booking Experience: Flow Theory, Measuring Online Customer Experience and Managerial Implications, *Journal of Information Technology & Tourism*. 14, 49-71. (HIT)
42. Kasim, A., Gursoy, D., Okumus, F. and Wong, A. (2014). The Importance of water management in hotels: A framework for sustainability through innovation. *Journal of Sustainable Tourism*. 22 (7) pp. 1090-1107. (Thomson ISI index journal - SSCI). (SM)
43. Bilgihan\*, A., Nusair, K., Okumus, F. & Bujisic\*, M. (2014). The Role of Demographics in Predicting e-Loyalty in Social Network Websites. *Journal of Information Science and Technology*, 9 (2). (HIF)
44. Chathoth, P. Ungson, B. Altinay, L. Chan, E., Harrington, R. & Okumus, F. (2014). Barriers affecting organizational adoption of higher order customer engagement in tourism service interactions, *Tourism Management*. 42, pp. 181-192. (Thomson ISI index journal - SSCI) (HTM)
45. Bilgihan\*, A. Berezina\*, K., Cobanoglu, C. & Okumus, F. (2014). The Information Technology (IT) Skills of Hospitality School Graduates as Perceived by Hospitality Professionals, *Journal of Teaching in Travel & Tourism*, 14 (4), 321-342 (THE)
46. Okumus, F., Liu, J. & Zhao, Z. (2013). Evolution of Research Journals in the Hospitality Field. *China Management Studies*, 8 (3), pp.30-42 and 183-199. (Included in Chinese Social Science Citation Index). (HTR)

47. Bilgihan\*, A., Karadag, E., Cobanoglu, C. & Okumus, F. (2013). Research Note: Biometric Technology Applications and Trends in Hotels. *FIU Hospitality Review*. 31 (2), Article 2, pp. 1-18. (HIT)
48. Barreda\*, A. Nusair, K., Bilgihan, A. & Okumus, F. (2013). Developing a Brand Structure Pyramid Model for Travel Related Online Social Networks. *Tourism Review*, 68 (4), 49-70. (HTM)
49. Nusair, K., Bilgihan\*, A. & Okumus, F. (2013). The Role of Online Social Network Travel Websites in Creating Social Interaction for Gen Y Travelers. *International Journal of Tourism Research*. 15 (5), pp. 458-472. (Thomson ISI index journal - SSCI). (HTM)
50. Kasim, A. Dzakiria, H., Gursoy, D. and Okumus, F. (2013). A need to motivate hotels in innovative water management. *International Journal of Arts & Sciences*. 6(2), 569-577. (O)
51. Bilgihan\*, A., Cobanoglu, C., Nusair, K., Okumus, F. & Bujisic\*, M. (2013). A Quantitative Study Exploring the Difference between Gaming Genre Preferences. *Computer Games Journal*, 2 (1), 19-40. (HIT)
52. Pizam, A., Okumus, F. and Hutchinson, J. (2013). Forming a Long-Term Industry University Partnership: The Case of Rosen College of Hospitality Management, *Worldwide Hospitality and Tourism Themes*, 5 (3), 244-254. (THE)
- This article received the 'Highly Commended Award' from Emerald.
53. Okumus, F. Kock\*, G. Scantbury, M. and Okumus, B. (2013). Using Local Cuisines When Promoting Small Caribbean Island Destinations, *Journal of Travel and Tourism Marketing*, 30 (4), pp. 410-429. (Thomson ISI index journal - SSCI). (HTM)
54. Nusair, K., Bilgihan\*, A. & Okumus, F., Cobanoglu, C. (2013). Generation Y Travelers' commitment to online social network websites, *Tourism Management*, 35 (2), pp. 13-22. (Thomson ISI index journal - SSCI). (HTM)
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55. Chen, P., Chen, M. & Okumus, F. (2013). The Relationship of Travel Constraints and Destination Image. *Tourism Management*. 35 (2), 198-208 (Thomson ISI index journal - SSCI). (HTM)
56. Chathoth, P. Ungson, B. Altinay, L. Harrington, R. Okumus, F. & Chan, E. (2013). Co-production versus Co-creation: A process based Continuum in the Hotel Service Context. *International Journal of Hospitality Management*, 32 (1), 11-20 (Thomson ISI index journal - SSCI). (HTM)
- ScienceDirect identified this article as one of the TOP25 Hottest Articles within this journal. <http://top25.sciencedirect.com/subject/business-management-and-accounting/4/journal/international-journal-of-hospitality-management/02784319/archive/44/>
57. Okumus, F. (2013). Knowledge Management through Information Technology in Hospitality Organizations. *Journal of Hospitality and Tourism Technology*, 4 (1) 64-80. (SM)



This article received the 'Highly Commended Award' from Emerald.  
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58. Wang, Y. Hutchinson, J. Okumus, F. & Naipaul, S. (2013). Collaborative Marketing in a Regional Destination: Evidence from Central Florida. *International Journal of Tourism Research*. 15 (3), 285-297. (Thomson ISI index journal - SSCI). (HTM)

59. Okumus, F. Avci, U. Kilic, I. & Walls, A. (2012). Cultural Tourism in Turkey: A Missed Opportunity. *Journal of Hospitality Marketing and Management*, 21 (6), 638-658. (HTM)

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60. Okumus, F. (2011). Hotel General Manager Position in Dubai, *Journal of Hospitality and Tourism Cases*, 1 (1), 7-11. (SM)

Won the ICHRIE Johnson & Wales Best Case Study Award in 2011.

61. Kilinc, I. Agras\*, S. Dabanli\*, E. & Okumus, F. (2011). Is Co-opetition Possible Among Hotel Companies in a Destination: Findings from Hotels in Cappadocia. *Travel and Hotel Administration Journal*, 8(3), 23-41. (In Turkish) (SM)

62. Chen, P. Okumus, F., Nusair, K., & Hua, N. (2011). Developing Effective Communication Strategies for the Spanish and Haitian-Creole-Speaking Workforce in Hotel Companies. *Worldwide Hospitality and Tourism Theme*, 2 (4), 335-353. (HRM)

63. Walls\*, A. Okumus, F., & Wang, R. (2011). Cognition and Affect Interplay: A Framework for the Tourist Vacation Decision-Making Process. *Journal of Travel and Tourism Marketing*, 28 (5), 567-582, (Thomson ISI index journal - SSCI). (HTM)

64. Bilgihan\*, A. Okumus, F. Nusair, K., & Kwun, D. (2011). Information Technology Applications and Competitive Advantage in Hotel Companies, *Journal of Hospitality and Tourism Technology*, 2 (2), 139-153. (SM)

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65. Walls\*, A., Okumus, F., & Wang, Y.C. (2011). Understanding the Consumer Experience: An Exploratory Study of Luxury Hotels. *Journal of Hospitality Marketing and Management*, 20 (2), 166-178. (HTM)

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66. Walls\*, A. Okumus, F. Wang, R., & Kwun, D. (2011). An Epistemological View of Consumer Experiences, *International Journal of Hospitality Management*, 30 (1), 10-21 (Thomson ISI index journal - SSCI). (HTM)

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2. Marasco, A., Buonincontri, P., van Niekerk, M., Orłowski, M. and Okumus, F. (2016). Visiting intentions for cultural heritage sites: the role of virtual reality (VR) experiences with wearable computing devices. Consumer Behavior in Tourism Symposium 2016. Bruneck/Brunico, Italy December 14 - 17, 2016 (stand up presentation).
3. Van Niekerk, M., Croes, R., Okumus, F. & Murphy, K. (2016). Assessing Arts Festivals contribution to the overall quality of life of the community: Innibos Arts Festival, South Africa. EuroCHRIE 2016 in Budapest, Hungary. 26-28 October 2016 (stand up presentation).
4. Barreda, A., Okumus, F., Nusair, K., & Bilgihan, A. (2016). Business Brands on the internet: A case in virtual environments. 2016 International Conference for Education, University of London November 8-11, 2016 (stand up presentation).
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14. Koseoglu, M. A. and Okumus, F. (2015). Bibliometrics Studies on Tourism: Past, Present, and Emerged Opportunities, 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit: Transforming Partnerships, 15-19 December 2015, Orlando, FL, USA (stand up presentation).
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36. Nusair, K., Bilgihan, A., and Okumus, F. (2011). The Role of Social Media in Creating Social Interactions. *iHITA Annual Conference*, June 19, 2011 Austin, TX.
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Hospitality Industry Diversity Institute Conference, September 16-17, 2010, University of Houston, Houston, TX.

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45. Walls\*, A.R., Okumus, F., Wang, Y. R. & Kwun, D. (2009). Experience Marketing in the Hospitality Context - Problems and Challenges in Defining and Measuring Experience Marketing in the Hospitality Context. Tourist Experiences: Meanings, Motivations, Behaviors Conference, Preston, UK.
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48. Avcı\*, U. Madanoglu, M., & Okumus, F. (2008). Strategic Orientation and Firm Performance in Hospitality and Tourism in the Context of Developing Countries. Southern Management Association Meeting, October 29-November 1, St. Pete Beach,
49. Walls\*, A. Wang, R. and Okumus, F. (2008), Hedonic and Cognition in Unison: A Framework for the Tourist Vacation Decision-Making Process, *13<sup>th</sup> Annual Graduate Conference*, January 2008, The University of Central Florida, Poster presentation.
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51. Holcomb\*, J. Upchurch, R. & Okumus, F. (2007). Corporate Social Responsibility Initiatives of Leading Lodging Operators, Annual Graduate Conference, January 4-5 2007, University of Houston, Houston, TX.
52. Okumus, F. Kilinc\*, I. and Avcı\*, U. (2006) An Investigation into Facilitating Factors to Transform Hotels into Learning Organizations, *Turk-Kazakh International Tourism Conference*, Akdeniz University, Antalya Turkey, Full-Paper stand up presentation.

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54. Wang, R, Okumus, F. and Naipaul, S. (2006). Regional Destination Marketing: Towards a Collaborative Approach, 2006 ISTTE Annual Conference, October 12-14 2006 Las Vegas, Poster Presentation.
55. Wong, R. and Okumus, F. (2006). Forming Partnership among Destination Marketing Organizations: Opportunities and Challenge, I-CHRIE Annual Conference, Poster Presentation. July 26-29, 2006, Washington DC.
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60. Wong, K. and Okumus, F. (2004). A Content Analysis of Strategic Management Syllabuses in Tourism and Hospitality Schools/Departments, Tourism: The State of Art II Conference, University of Strathclyde, The Scottish Hotel School, 27-30 June 2004, Scotland.
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63. Kilic, H., & Okumus, F. (2004). The Role of the Government in Sustaining Competitive Advantage of a Tourist Destination: The Case of Macao'. Paper presented at the ATLAS Annual Conference 2004, April 4-6, 2004, Naples, Italy.
64. Okumus, F, Altinay, M., & Arasli, H. (2002). Impacts of the On-going Economic Crisis in Turkey on the Hotel Sector in TRNC: Some Empirical Findings from Hotel Organizations in TRNC'. Presented at the 1<sup>st</sup> International Tourism Congress, Challenges and Prospects for the New Millennium, East Mediterranean University, November, 20-23 2002, Famagusta, Northern Cyprus.\

65. Okumus, F., & Karamustafa, K. (2002). Impacts of the Recent Economic Crisis in Turkey on the Turkish Hotel Sector: Empirical Findings from Hotels in Mugla and Nevsehir Regions. Presented at British Academy of Management Annual Conference (BAM2002), Middlesex University, September 9-11, UK.
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67. Şahin, Ö. and Okumus, F. (2002). MEB-YÖK Meslek Yüksekokulları Program Geliştirme Projesi Çerçevesinde Turizm İle İlgili 'Otel İşletmeciliği' ve 'Seyahat İşletmeciliği' Programlarının Uygulanmasında Karşılaşılan Sorunlar ve Çözüm Önerileri, Turizm Eğitimi Konferans / Workshop, 11-13 Aralık 2002, Ankara. (in Turkish)
68. Okumus, F. (2002). Creating and Sustaining Competitive Advantage in Hospitality Organizations, II. Turizm Surası Bildirileri I. Cilt, 12-14 Nisan Ankara, pp. 359-367. (in Turkish).
69. Okumus, F. and Topaloglu C. (2002). Product Development and Differentiation in Tourism Destination: The case of Dalyan), Turkey, Dokuz Eylul University, Turkish Tourism Research Institute 3. Tourism Symposium, 7-8 November 2002. İzmir, Turkey. (in Turkish).
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73. Okumus, F. (2001). Contributing to the Mainstream Literature: Is it Possible or Just a Dream? Presented at the 10th Annual Hospitality Research Conference, South Bank University, London, 19-20 April 2001.
74. Okumus, F. (2000). Implementing A Relationship Marketing Strategy in a Large International Hotel Group, Working paper presented at the British Academy of Management Annual Conference (BAM2000), Edinburgh, 13-15 September, Marketing Track, Conference Proceedings CD-ROM, paper no. 164.
75. Okumus, F. & Roper, A. (2000). Towards a Strategy Implementation Framework. Working Paper presented at the British Academy of Management Annual Conference (BAM2000), Edinburgh, 13-15 September, Strategic Management Track, Conference Proceedings CD-ROM, paper no. 161.

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77. Okumus, F. & Roper, A. (1999). Implementing Strategic Decisions in International Hotel Groups: Some Empirical Findings from a Pilot Case Study, Paper presented at 8<sup>th</sup> Annual Hospitality Research Conference (CHME), Surrey, 8 April, pp. 531-550.
78. Okumus, F. & Roper, A. (1998). An Investigation into the Implementation Process of Corporate Level Strategic Decisions in International Hotel Groups: Reflections from a Pilot Study, Working paper presented at the BAM98 Conference, Nottingham, 14-16 September, pp. 121-122.
79. Okumus, F. & Roper, A. (1998). Great Strategy, Shame about the Implementation!' Paper presented at 7<sup>th</sup> Annual Hospitality Research Conference (CHME), Glasgow 14-16 April, pp. 218-236.
80. Okumus, F. (1997). Barriers and Resistance to Change in Hotel Companies' Proceedings, Paper presented at EuroCHRIE & IAHS Autumn Conference, Sheffield Hallam University, Sheffield, 13-15 November, pp. 289-294.
81. Okumus, F. (1997). An Investigation into the Strategy Implementation Process of International Hotel Groups, Workshop Presented at Sixth Annual Hospitality Research Conference, Oxford, 2-3 April, pp. 244-245.
82. Okumus, F. (1996). Management of the Organizational Change Process in Hotel Companies, Paper presented at Fifth Annual Hospitality Research Conference' Nottingham, 10-11, April, pp. 235-251.

### **Reports and Other Publications**

1. Chen, P., Hua, N., Nusair, K. and Okumus, F. (2011). Developing Effective Communication Strategies for the Spanish and Haitian-Creole-Speaking Workforce in Hotel Companies. A research report submitted to Hospitality Industry Diversity Institute (HIDI) Conrad N. Hilton College, University of Houston.
2. Okumus, F. Kilinc, I. and Avci, U. (2005). The Role of Senior Executives in Creating Learning Organizations. Project Report was submitted to Turkish Sciences Academy.
3. Kozak, M. and Okumus, F. (Eds.) (2004). *Tourism and Hospitality Inventory and Tourism Planning in Mugla Province*, Mugla: Tourism Office. This report/project was a contracted by the Ministry of Tourism, Turkey. Sponsored by the Ministry of Tourism.
4. Okumus, F. (2000). Strategy Implementation: A Study of International Hotel Groups, Unpublished PhD thesis, Oxford Brookes University, Oxford.
5. During the final stage of my PhD, I submitted a confidential research report to InterContinental Hotels & Resorts the process of implementing a relationship-marketing project in this hotel group in 1999.

6. During the final stage of my PhD I submitted a confidential research report to Forte Hotels on the process of implementing a yield-management project in this company in 1999.
7. Okumus, F. (1995). Managing Organizational Change Process in Hotel Companies and the Role of the Hotel Manager as a Change Agent, Unpublished MSc Dissertation, Oxford Brookes University, Oxford.
8. Okumus, F. (1992). Motivation and Productivity in the Hospitality, Industry: An Empirical Investigation' Unpublished MSc Thesis, Erciyes University, Kayseri, Turkey.

### **Visiting Professor, Visiting Researcher and Guest Lecturer**

- **Visiting Senior Researcher** at the Research Institute of Services Innovation, Naples, Italy since 2015.
- **Visiting Professor** at University of International Business and Economics, Beijing, China July 2014; July 2015 and July 2016
- **Visiting Professor** at Sun-Yet Sen Business School, Guangzhou, China since 2012.
- **Visiting Professor** at Shandong University (WeiHai) China May 2014 and July 2016
- **Visiting Professor** at Mahidol University International College, Bangkok Thailand, July 2015.
- **Visiting Professor**, Master in Tourism Destination Management by Euro-Arab Institute Foundation, United Nations World Tourism Organization and University of Granada, developed and taught the strategic management course in June 2013.
- **Visiting Professor** to teach 10 days of intensive MBA “Managing People and Organizations in the Hospitality Industry” course at the Prince of Songkla University, Phuket, Thailand, June 2005.
- **Guest Lecture** to deliver a seminar on “International Hospitality Operations and China Dimension”. Institute for Tourism Studies, Macao, China, November 2004.
- **Visiting Professor** to teach 10 days of intensive MBA “Managing People and Organizations in the Hospitality Industry” course at the Prince of Songkla University, Phuket, Thailand, June 2004.
- **Guest Lecture** on Service Quality Management in the Hotel and Tourism Industry for one week and research methods at the Hong Kong Polytechnic University, Hong Kong, November and December 2003.
- **Guest Lecture** on strategy implementation in tourism and hospitality organizations. Institute for Tourism Studies, Macao, China, May 10 2004.
- **Guest Lecture** on Implementing Strategic Decisions in International Hotel Firms’ delivered to MBA (Hospitality) Open Learning Program students and academic staff at the School of Hotel and Restaurant Management, Oxford Brookes University, Oxford, UK, Saturday, February 2000.



- **Guest Lecture** on ‘Implementing Strategic Decisions in International Hotel Groups’, delivered with Dr Angela Roper to undergraduate students and academic staff at the School of Tourism and Hospitality Management, Bilkent University, Ankara, Turkey, April 15, 1999.
- **Guest Lecture** on Managing the Change Process in Hotel Firms to master’s students in Economics and Management of Tourism and academic staff at the International Centre of Studies on the Tourism Economy, University of Venice, Italy. February 1997.