

**CYNTHIA MEJIA, Ph.D.**

Dean | Professor  
Rosen College of Hospitality Management  
University of Central Florida  
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Curriculum Vitae

**EDUCATION**

Texas Tech University, Lubbock, Texas, Ph.D., Hospitality Administration, 2013

University of Nevada Las Vegas, Nevada, M.H.A. (Hospitality Administration), 2010

The Culinary Institute of America, Hyde Park, New York, A.O.S., 1993

California Polytechnic State University, San Luis Obispo, California, B.S., Biochemistry, 1991

**PROFESSIONAL APPOINTMENTS**

June 2024 – Present

Dean & Professor, Rosen College of Hospitality Management, University of Central Florida

October 2023 – June 2024

Interim Dean, Rosen College of Hospitality Management, University of Central Florida

2019 – 2022

Interim Chair, Department of Foodservice and Lodging Management, Rosen College of Hospitality Management, University of Central Florida

2019 – 2024

Associate Professor, Rosen College of Hospitality Management, University of Central Florida

2013 – 2019

Assistant Professor, Rosen College of Hospitality Management, University of Central Florida

2011 – 2013

Graduate Teaching Asst, Restaurant, Hotel & Institutional Management, Texas Tech University

2009 – 2010, Culinary Instructor, Le Cordon Bleu, Dallas, Texas

## RESEARCH

### Refereed Journal Publications

#### Under Review

1. Ciarlante, K., **Mejia, C.**, & Broker, E. (Under Review). A research agenda for occupational safety, health, & well-being in hospitality & tourism management. *International Journal of Hospitality Management*.

#### Published

1. **Mejia, C.** (2024). Consumers' willingness to pay more in socially sustainable restaurants: An application of the Decent Work Scale. *British Food Journal*, 126(7), 2841 – 2860. <https://doi.org/10.1108/BFJ-01-2024-0052>
2. **Mejia, C.**, Crandell, H., Broker, E., & Shoss, M.K. (2024). Working with service robots in the dining room: Employees' perspectives & realities. *Journal of Hospitality and Tourism Technology, Special Issue*. <https://doi.org/10.1108/JHTT-12-2023-0420>
3. Necaise, A., **Mejia, C.**, Kider, J. T., Shoss, M.K., & Amon M. J. (2024). Wearables for well-being: A longitudinal in situ study of smartwatches to understand and enhance housekeeping work. *International Journal of Human-Computer Interactions*. <https://doi.org/10.1080/10447318.2024.2313887>
4. **Mejia, C.** & Wilson, K. (2024). Coming to terms with a socially unsustainable fine dining business model. *International Journal of Contemporary Hospitality Management*. <https://doi.org/10.1108/IJCHM-07-2023-0948>
5. **Mejia, C.**, Crandell, H., & Shoss, M.K. (2023, November 17). Is your hospitality business ready for a service robot? *Harvard Business Review*. <https://hbr.org/2023/11/is-your-hospitality-business-ready-for-a-robot>
6. **Mejia, C.** & Wickey-Byrd, J. (2023). Boundary crossing, internships, and the hospitality & tourism talent pipeline. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 33(November 2013), 100441. <https://doi.org/10.1016/j.jhlste.2023.100441>
7. Baldi, B. & **Mejia, C.** (2023). Utilizing slow reading techniques to promote deep learning. *International Journal for the Scholarship of Teaching and Learning*, 17(1), Article 13. <https://digitalcommons.georgiasouthern.edu/ij-sotl/vol17/iss1/13/>
8. Horan, K.A., Beltramo, J.M.D., **Mejia, C.**, & Shoss, M.K. (2023). Service Worker Valorization: A Deonance Perspective. *Current Issues in Tourism*. <https://doi.org/10.1080/13683500.2022.2090909>
9. **Mejia, C.**, Bak, M., Zientara, P. & Orłowski, M. (2022). Importance-performance analysis of socially sustainable practices in U.S. restaurants: A consumer perspective in the quasi-post-pandemic context. *International Journal of Hospitality Management*, 103. <https://doi.org/10.1016/j.ijhm.2022.103209>
10. Horan, K.A., Shoss, M.K., **Mejia, C.**, & Ciarlante, K. (2021). Industry Context as an Essential Tool for the Future of Healthy and Safe Work: Illustrative Examples for Occupational Health Psychology from the Hospitality Industry. *International Journal of Environmental Research and Public Health*, 18(20), 10720. <https://doi.org/10.3390/ijerph182010720>

11. **Mejia, C.**, Ciarlante, K., & Chheda, K. (2021). A wearable technology solution and research agenda for housekeeper safety and health. *International Journal of Contemporary Hospitality Management*. <https://doi.org/10.1108/IJCHM-01-2021-0102>
12. Orłowski, M., **Mejia, C.**, Back, R. & Fridrich, J. (2021). Transition to online culinary and beverage labs: Determining student engagement and satisfaction during COVID-19. *Journal of Hospitality & Tourism Education, Special COVID-19 Issue, Fall 2021*. <https://doi.org/10.1080/10963758.2021.1907193>
13. **Mejia, C.**, Pittman, R., Beltramo, J.M.D., Horan, K., Grinley, A. & Shoss, M.K. (2021). Stigma & dirty work: In-group and out-group perceptions of essential service workers during COVID-19. *International Journal of Hospitality Management (Special Issue: The Impact of the COVID-19 Pandemic on the World's Hospitality Industry)*, 93. <https://doi.org/10.1016/j.ijhm.2020.102772>
14. Wei W., **Mejia, C.**, & Qi, R. (2020). A personal learning environment (PLE) approach to mobile teaching and learning on a short-term study abroad. *Journal of Hospitality, Leisure, Sport & Tourism Education*. <https://doi.org/10.1016/j.jhlste.2020.100296>
15. **Mejia, C.** & Severt, D. (2020). Linking service quality attributes to meaning-in-life outcomes for residents transitioning to an assisted living community. *The Journal of Gerontological Social Work*. <https://doi.org/10.1080/01634372.2020.1830329>
16. Wang, W., Ying, S., **Mejia, C.**, Wang, Y., Qi, X., & Chan, J.H. (2020). Independent travelers' niche hotel booking motivations: The emergence of a hybrid cultural society. *International Journal of Hospitality Management*, 89. <https://doi.org/10.1016/j.ijhm.2020.102573>
17. **Mejia, C.** (2020). Using VoiceThread as a discussion platform to enhance student engagement in a hospitality management online course. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 26. <https://doi.org/10.1016/j.jhlste.2019.100236>
18. Flammia, M., Sadri, H., & **Mejia, C.** (2019). An internationalization project to develop global competency across the disciplines. *International Journal of Teaching and Learning in Higher Education*, 31(2), 332-345.
19. **Mejia, C.** (2018). Influencing green technology use behavior in the hospitality industry and the role of the “green champion”. *Journal of Hospitality Marketing & Management*, 28(5), 538-557. <https://doi.org/10.1080/19368623.2019.1539935>
20. **Mejia, C.** (2018). Wheelchair friendliness versus compliance in the hospitality industry. *Journal of Hospitality & Tourism Cases*, 7(3), 19-26.
21. **Mejia, C.**, Wei, W., Fu, X., Hua, N., & Wang, Y. (2018). Hospitality and tourism experts' perspectives on Chinese outbound tourists' U.S. service expectations. *International Journal of Tourism Research*, 20(6), 726-737. <https://doi.org/10.1002/jtr.2219>
22. **Mejia, C.**, Wang, Y., & Zhao, X. (2018). The impact of personal and professional guanxi relationships on Leader-Member Exchange in the Chinese hotel industry. *International Journal of Hospitality & Tourism Administration*. <https://doi.org/10.1080/15256480.2018.1429340>
23. **Mejia, C.** & Torres, E. (2018). Implementation and normalization process of asynchronous video interviewing practices in the hospitality industry. *International Journal of Contemporary Hospitality Management*, 30(2), 685-701. <https://doi.org/10.1108/IJCHM-07-2016-0402>

24. **Mejia, C.**, Hua, N., Wei, W., Fu, X., & Wang, Y. (2017). The promise of the 2016 USA-China Tourism Year: Strategies to boost tourism exchange. [Short Communication]. *Journal of Destination Marketing & Management*. <https://doi.org/10.1016/j.jdmm.2017.02.005>
25. Torres, E. & **Mejia, C.** (2017). Asynchronous video interviews in the hospitality industry: Considerations for virtual employee selection. *International Journal of Hospitality Management*, 61, 4-13. <https://doi.org/10.1016/j.ijhm.2016.10.012>
26. Kim, J.-S., **Mejia, C.**, & Connolly, D. J. (2017). Tablets and tablet apps: What do hotel customers want? *International Journal of Hospitality & Tourism Administration*, 1-27. <https://doi.org/10.1080/15256480.2016.1276004>
27. Hua, N., **Mejia, C.**, & Wei, W. (2017). A new age of acquisitions in hospitality & tourism: The bidding war to acquire Starwood. *Journal of Hospitality & Tourism Cases*, 6(4).
28. Cobos, L., **Mejia, C.**, Ozturk, A., & Wang, Y. (2016). A technology adoption and implementation process in an independent hotel chain. *International Journal of Hospitality Management*, 57, 93-105. <https://doi.org/10.1016/j.ijhm.2016.06.005>
29. Torres, E., Gregory, A., & **Mejia, C.** (2016). Interviews on demand: A case study of the implementation of asynchronous video interviews. *Journal of Hospitality & Tourism Cases*, 5(3).
30. **Mejia, C.**, Aday, J. B., Phelan, K. V., & Yi, X. (2016). Subordinates' perceptions of Western expatriate hotel managers in China: The effects of conflict avoidance. *Journal of Human Resources in Hospitality & Tourism*, 15(4), 388-415. <https://doi.org/10.1080/15332845.2016.1148567>
31. **Mejia, C.** & Lavendol, V. (2015). Who's the boss?: Millennials managing across generations in the hospitality industry. *Journal of Hospitality & Tourism Cases*, 4(2), 11-20. [**Second Place Johnson & Wales Case Study Competition, 2014**].
32. **Mejia, C.**, Aday, J. B., & Phelan, K. V. (2015). Framework for success: Western expatriate managers in the Chinese hotel industry. *Journal of Human Resources in Hospitality & Tourism*, 14(2), 107. <https://doi.org/10.1080/15332845.2015.955559>
33. Phelan, K. V. & **Mejia, C.** (2015). What they expect and why we should care: Students' perspectives on hospitality faculty industry experience. *Journal of Teaching in Travel & Tourism*, 15(1), 1-17. <https://doi.org/10.1080/15313220.2014.999740>
34. **Mejia, C.** & Phelan, K. V. (2014). Hospitality instructors' preference for blended learning: A bridge to full online course delivery? *Journal of Teaching in Travel & Tourism*, 14(4), 343-364. <https://doi.org/10.1080/15313220.2014.955304>
35. **Mejia, C.** & Phelan, K. V. (2014). Academic referent group influences on hospitality students' intentions to enroll in an online course. *Journal of Hospitality & Tourism Education*, 26(2), 65-74. <https://doi.org/10.1080/10963758.2014.900378>
36. **Mejia, C.** & Phelan, K. V. (2014). Examining the role of the facilities manager: A seat at the table for the keeper of the capital investment. *Journal of Hospitality & Tourism Cases*, 3(1), 30-37.
37. **Mejia, C.** & Phelan, K. V. (2013). Normative factors influencing hospitality instructors to teach online. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 13, 168-179. <https://doi.org/10.1016/j.jhlste.2013.09.005>

## Publications Prior to UCF, August 2013

1. **Mejia, C.** & Phelan, K. V. (2013). Communication, documentation, & HRM: The case of the non-compliant kitchen employee. *Journal of Hospitality & Tourism Cases*, 2(1). [Online]. **[First place Johnson & Wales Case Study Competition, 2012].**
2. Phelan, K. V., **Mejia, C.**, & Hertzman, J. (2013). The industry experience gap: Hospitality Faculty Perceptions of the Importance of Faculty Industry Experience. *Journal of Hospitality and Tourism Education*, 25(3), 123-130. <https://doi.org/10.1080/10963758.2013.826950>

**Books and Book Chapters**

## Under Review

1. Crandell, H., **Mejia, C.**, & Shoss, M. (Under Review). The promise and perils of technology adoption and use in the hospitality industry. In T. Behrend (Ed.), *Human-Technology Partnerships at Work*. Cambridge University Press.
2. Jacobs, A., **Mejia, C.**, Shoss, M. (Under Review). Human-technology partnerships at work: Service robots in the restaurant & foodservice industry. In T. Behrend (Ed.), *Human-Technology Partnerships at Work*. Cambridge University Press.

## Published

1. Cegnar, R. & **Mejia, C.** (2021). *Unchained: Building Next Generation Supply Chain Systems for the Changing Restaurant Industry, Preliminary Ed.* San Diego, CA: Cognella Academic Publishing. ISBN: 978-1-7935-2012-8
2. **Mejia, C.** & Pinto, J. (2021). Generation Z and managing multiple generational cohorts simultaneously in tourism and hospitality [Book Chapter]. In N. Stylos, R. Rahimi, & B. Okumus, (Eds.), *Generation Z Marketing and Management in Tourism and Hospitality*. Palgrave Macmillan. <https://doi.org/10.1007/978-3-030-70695-1>
3. Murphy, K. S., Rivera, M., **Mejia, C.**, Cobos, L. (2017) *Experiences Outside the Classroom: The Value of Hospitality Study Abroad Externship Experiences*. Florence, Italy, FUA Press.

**Non-Refereed Publications**

1. **Mejia, C.**, Bąk, M., Zientara, P., & Orłowski, M. (2022). Importance-performance analysis of socially sustainable practices in U.S. restaurants: A consumer perspective in the quasi-post-pandemic context. *Rosen Research Review, Winter 2022*. Available: <https://cdn.researchfeatures.com/RosenResearchReview/RRR007/index.html>
2. Orłowski, M., **Mejia, C.**, Back, R., & Fridrich, J. (2022). Student engagement and satisfaction with online labs. *Rosen Research Review, Summer 2022*, 40-43. Available: <https://cdn.researchfeatures.com/RosenResearchReview/RRR006/index.html>
3. **Mejia, C.**, Pittman, R., Beltramo, J.M.D., Horan, K., Grinley, A. & Shoss, M.K. (2021). Essential worker heroes. *Rosen Research Review, Winter 2021*, 12-15. Available: <https://cdn.researchfeatures.com/RosenResearchReview/RRR005/index.html>
4. Rivera-Cruzado, C.O. & **Mejia, C.** (2021). Online lab teaching strategies from a Community of Inquiry (CoI) perspective. *UCF Faculty Focus*, 20(1), 1-2.

5. **Mejia, C.** (2020). The role of the “green champion” in influencing green technology use in hospitality. *Rosen Research Review, Winter 2020*, 6-9. Available: <https://cdn.researchfeatures.com/RosenResearchReview/RRR03/index.html>
6. **Mejia, C.** (2018). Fostering metacognition with online video reflection. *UCF Faculty Focus, 17*(2), 31-33.

### Industry Publications and Blogs

1. Terry, M. & **Mejia, C.** (2024). Today’s guests desire a healthy hotel life. *HotelExecutive June 2024*. [https://www.hotelexecutive.com/business\\_review/7921/todays-guests-desire-a-healthy-hotel-life](https://www.hotelexecutive.com/business_review/7921/todays-guests-desire-a-healthy-hotel-life)
2. **Mejia, C.** & Terry, M. (2024). Upscale food & beverage in your hotel’s self-serve & vending revenue centers. *HotelExecutive April 2024*. [https://www.hotelexecutive.com/business\\_review/7823/upscale-food-beverage-in-your-hotels-self-serve-vending-revenue-centers](https://www.hotelexecutive.com/business_review/7823/upscale-food-beverage-in-your-hotels-self-serve-vending-revenue-centers)
3. **Mejia, C.** & Terry, M. (2024). What sustainability means to Gen Z: Does your hotel measure up? *HotelExecutive January 2024*. [https://www.hotelexecutive.com/business\\_review/7808/what-sustainability-means-to-gen-z-does-your-hotel-measure-up](https://www.hotelexecutive.com/business_review/7808/what-sustainability-means-to-gen-z-does-your-hotel-measure-up)
4. Terry, M. & **Mejia, C.** (2023). Leveraging ‘HI’ and ‘AI’ for Hotel F&B Trends. *HotelExecutive July 2023*. [https://www.hotelexecutive.com/business\\_review/7688/leveraging-hi-and-ai-for-hotel-fb-trends](https://www.hotelexecutive.com/business_review/7688/leveraging-hi-and-ai-for-hotel-fb-trends)
5. **Mejia, C.** & Terry, M. (2023). Social Sustainability in the Hospitality Industry. *HotelExecutive May 2023*. [https://www.hotelexecutive.com/business\\_review/7610/social-sustainability-in-the-hospitality-industry](https://www.hotelexecutive.com/business_review/7610/social-sustainability-in-the-hospitality-industry)
6. Terry, M. & **Mejia, C.** (2023). Pulling Back the Curtain on the Hotel Architecture & Design Process. *HotelExecutive February 2023*. [https://www.hotelexecutive.com/business\\_review/7528/pulling-back-the-curtain-on-the-hotel-architecture-design-process](https://www.hotelexecutive.com/business_review/7528/pulling-back-the-curtain-on-the-hotel-architecture-design-process)
7. **Mejia, C.** & Terry, M. (2022). Self-Serve Strategies for Hotel F&B Offerings Beyond the Great Resignation. *HotelExecutive August 28, 2022*. [https://www.hotelexecutive.com/business\\_review/7377/self-serve-strategies-for-hotel-fb-offerings-beyond-the-great-resignation](https://www.hotelexecutive.com/business_review/7377/self-serve-strategies-for-hotel-fb-offerings-beyond-the-great-resignation)
8. **Mejia, C.** & Terry, M. (2021). Re-Building Your Hotel F&B Value Proposition for Recruiting & Retaining Gen Z Talent. *HotelExecutive August 1, 2021*. [https://www.hotelexecutive.com/feature\\_focus/7047/re-building-your-hotel-fb-value-proposition-for-recruiting-and-retaining-gen-z-talent](https://www.hotelexecutive.com/feature_focus/7047/re-building-your-hotel-fb-value-proposition-for-recruiting-and-retaining-gen-z-talent)

### Press Release

1. Wang, Y., **Mejia, C.**, Wei, W., Hua, N., & Fu, X. (2016). Researchers at UCF Rosen College of Hospitality Management eye strategies to boost USA-China tourism. *Press release UCF Rosen College*.



## Refereed Conference Proceedings

1. Nguyen, H.N. & **Mejia, C.** (2024, July 24). What does a hospitality robotic management course look like? Building core competencies for future hospitality managers in the robotic era. *ICHRIE 2024 Annual Conference*, Montreal, Canada. July 24 – 26, 2024.
2. **Mejia, C.** (2024). Safety, security, and providing warm welcome on today's college campuses. *Sunshine State Teaching and Learning Conference*. March 18-20, 2024. Orlando, FL.
3. **Mejia, C.** (2023). Online discussion for assessment and building learning communities. *Sunshine State Teaching and Learning Conference*. May 15-17, 2024. Orlando, FL.
4. Baldi, B. & **Mejia, C.** (2021). Utilizing slow reading techniques to promote deep learning across the disciplines. ISSOTL Conference, October 26 – 29, 2021. *Perth, Australia [Virtual]*.
5. Horan, K.A., Shoss, M. K., **Mejia, C.**, Breiter-Terry, D. (2021, April). Hospitality employees nested social exchange relationships with their organization and industry during COVID-19. In Reynolds-Kueny, C.A. (Chair), *Managing in times of uncertainty: COVID-19 impacts on work*. Research incubator to be presented at the 36<sup>th</sup> annual conference of the Society for Industrial and Organizational Psychology (SIOP), New Orleans, LA.
6. **Mejia, C.** (2020, October). F&B produce supply chain disruption: Targeting food deserts in the U.S. *Tenth International Conference on Food Studies*, New York, New York, October 17-18, 2020 [Virtual].
7. Horan, K., Shoss, M., Beltramo, J. †, Ciarlante, K. †, Grinley, A. †, Jex, S., Breiter-Terry., D., **Mejia, C.** (2020, February). Industry workshops as a method to improve leader attitudes toward worker safety and health: Initial proof of concept. Presented at *Southeastern Regional ERC Symposium, Birmingham, AL*.
8. **Mejia, C.** & Severt, D. (2018). Construct expansion and validation of empathy in a senior living SERVQUAL model. *ICHRIE 2018 Annual Conference*, Palm Springs, CA, July 25 – 27, 2018.
9. Zemke, D. & **Mejia, C.** (2018). The Wheelchair Jimmy project: Teaching ADA friendliness vs. compliance. *ICHRIE Symposium Workshop: 2018 Annual Conference*, Palm Springs, CA, July 25 – 27, 2018.
10. Flammia, M., Sadri, H., & **Mejia, C.** (2018). Internationalizing the curriculum through interdisciplinary collaboration. *2018 The International Society for the Social Studies*. Orlando, Florida, 22-23 February 2018.
11. **Mejia, C.**, Wei, W., & Wang, Y. (2017). The value of cross-cultural experiential learning to students' intercultural adaptation in the hospitality and tourism education context. *2<sup>nd</sup> USA-China Tourism Research Summit and Industry Dialogue*. Orlando, Florida, 8 December 2017.
12. **Mejia, C.**, Wei, W., & Wang, Y. (2017). The effects of a personal learning environment on learning outcomes during a study abroad program: A quasi-ethnographic approach. *4<sup>th</sup> World Research Summit for Tourism and Hospitality: Innovation, Partnerships, & Sharing*. Orlando, Florida, 8 – 11 December 2017.
13. Flammia, M., Sadri, H., & **Mejia, C.** (2017). Enhancing students' global competency: Using an interview assignment across the disciplines. *2017 The International Society for the Social Studies*. Orlando, Florida, 23-24 February 2017.

14. Kaufman, T. & **Mejia, C.** (2016). Developing a predictive model for success in online learning. *Lily Conference on Designing Effective Teaching: Creating Innovative Learning Experiences in Higher Education*. August 1-3, Asheville, North Carolina.
15. Murphy, K., Rivera, M., **Mejia, C.**, & Cobos, L. (2016). European Hospitality Study Abroad Externship: The Value of Experiential Learning. *Euro CHRIE*, October 26-28, Budapest, Hungary.
16. **Mejia, C.** (2016). A place for senior living in hospitality management research. *2<sup>nd</sup> Global Tourism & Hospitality Conference and Asia Tourism Forum*, Hong Kong, 16 –18 May 2016. **[Conference Best Paper Award, sponsored by the Journal of Quality Assurance in Hospitality & Tourism]**.
17. Wei, W., **Mejia, C.**, & Wang, Y. (2016) The role of engagement and copresence among Chinese travelers using social media. *2<sup>nd</sup> Global Tourism & Hospitality Conference and Asia Tourism Forum*, Hong Kong, 16 –18 May 2016.
18. **Mejia, C.**, Wei, W., & Wang, Y. (2016). Are you with me? Examining the driving factors for copresence in WeChat among Chinese tourists. *14<sup>th</sup> APacCHRIE Conference: Crisis Management and Business Continuity in the Tourism Industry*. Bangkok, Thailand, 11-13 May 2016.
19. **Mejia, C.**, Wang, Y., Lu, J., & Wang, K. (2016). The emergence of senior living in Mainland China: Hospitality and service standards. *14<sup>th</sup> APacCHRIE Conference: Crisis Management and Business Continuity in the Tourism Industry*. Bangkok, Thailand, 11-13 May 2016.
20. **Mejia, C.** & Kiatkiri, S. (2016). Leisure or career travel influences on expatriates' destination retirement choice in Southeast Asia. *14<sup>th</sup> APacCHRIE Conference: Crisis Management and Business Continuity in the Tourism Industry*. Bangkok, Thailand, 11-13 May 2016.
21. Murphy, K., Rivera, M., **Mejia, C.**, & Cobos, L. (2016). Experiences outside the classroom: The value of hospitality study abroad externships for Chinese students in the Disney College Program. *14<sup>th</sup> APacCHRIE Conference: Crisis Management and Business Continuity in the Tourism Industry*. Bangkok, Thailand, 11-13 May 2016.
22. Flammia, M., Sadri, H., & **Mejia, C.** (2016). Interdisciplinary approaches to global education: Strategies for internationalizing the curriculum. *Annual Conference for the International Society for the Social Studies 2016*. Orlando, FL, 25-26 February 2016.
23. Wang, W., Ying, S., & **Mejia, C.** (2015). Blogging about the niche hotel sector in China: Post-consumption differentiation between self-image and functional congruity. *3<sup>rd</sup> World Research Summit for Tourism & Hospitality and 1<sup>st</sup> USA-China Tourism Research Summit: Transforming Partnerships 2015*, Orlando, FL, 15-19 December 2015.
24. **Mejia, C.** & Torres, E. (2015). Asynchronous video interviewing practices in the hospitality industry: Qualitative pilot test utilizing UTAUT. *3<sup>rd</sup> World Research Summit for Tourism & Hospitality and 1<sup>st</sup> USA-China Tourism Research Summit: Transforming Partnerships 2015*, Orlando, FL, 15-19 December 2015.
25. Kaufman, T. & **Mejia, C.** (2015). Evening the playing field in the online classroom. *Teaching Professor Technology Conference*, New Orleans, LA, October 2 – 4, 2015.
26. Torres, E. & **Mejia, C.** (2015). Examining the effectiveness of asynchronous video interviews in the hospitality industry. *ICHRIE 2015 Annual Conference*, Orlando, FL, July 29 – 31, 2015.



27. **Mejia, C.** (2015). Teaching sustainable decision making to hospitality operations managers: A purchasing assignment perspective. *Invited speaker (Teaching Track), ICHRIE 2015 Annual Conference*, Orlando, FL, July 29 – 31, 2015.
28. **Mejia, C.** & Lavendol, V. (2014). Who's the boss?: Millennials managing across generations in the hospitality industry. [**Second Place Johnson & Wales Case Study Competition, 2014**]. *ICHRIE 2014 Annual Conference*, San Diego, CA, July 30 – August 1, 2014.
29. **Mejia, C.** (2014). What is service learning? *Invited speaker (Teaching Track), ICHRIE 2014 Annual Conference*, San Diego, CA, July 30 – August 1, 2014.
30. **Mejia, C.**, Wang, Y., & Zhou, Y.-Q. (2014). Case study of hotel job information sources in Hangzhou, China: A social networking perspective. *Global Tourism & Hospitality Conference and Asia Tourism Forum*, Hong Kong, 18-20 May 2014.
31. **Mejia, C.** & Wang, Y. (2014). Turnover among Chinese hotel workers: The relationship between societal protocols, LMX, and job satisfaction. *Global Tourism & Hospitality Conference and Asia Tourism Forum*, Hong Kong, 18-20 May 2014.
32. **Mejia, C.**, Aday, J. B., & Phelan, K. (2013). Strategies for recruiting and retaining local talent in the hotel industry in Mainland China. *2<sup>nd</sup> World Research Summit for Tourism and Hospitality: Crossing the Bridge*, Orlando, FL, 15—17 December 2013.
33. Aday, J. B., **Mejia, C.**, & Phelan, K. (2013). [**Best Paper Award, 3<sup>rd</sup> Place**]. The declining importance of guanxi ties between Chinese hotel workers and Western expatriate managers. *2<sup>nd</sup> World Research Summit for Tourism and Hospitality: Crossing the Bridge*, Orlando, FL, 15—17 December 2013.
34. **Mejia, C.** & Phelan, K. V. (2013). Expansion of online learning in hospitality management programs: Who influences students to enroll in an online course? *ICHRIE 2013 Annual Conference*, St. Louis, MO, July 24—27, 2013.
35. **Mejia, C.** & Phelan, K. V. (2012). Communication, documentation, and HRM: The case of the non-compliant kitchen employee. [**First place Johnson & Wales Case Study Competition, 2012**]. *ICHRIE 2012 Annual Conference*, Providence, Rhode Island, August 1-4, 2012.
36. **Mejia, C.**, Phelan, K. V., and Hertzman, J. (2012). Does experience matter?: Examining student and faculty perceptions of the importance of hospitality industry experience. *ICHRIE 2012 Annual Conference*, Providence, Rhode Island, August 1-4, 2012.
37. **Mejia, C.** & Phelan, K. V. (2012). Importance of industry experience among hospitality faculty in higher education: A pilot study. *17<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Auburn, Alabama, January 5-7, 2012.

### Refereed Posters

1. Rivera, M., Flores-Cruz, G., Ng, M., Schlotzhauer, A., & **Mejia, C.** (2023, November 8 – 11). Reexamining quality indicators for qualitative data collection with frontline workers. *Poster presented at Work Stress & Health Conference, Miami, Florida. [Virtual]*
2. Chheda, K., DiStaso, M., Lee, J., Horan, K., Shoss, M., & **Mejia, C.** (2023, November 8 – 11). Disparities in COVID-19 layoffs and furloughs in the hospitality industry. *Poster presented at Work Stress & Health Conference, Miami, Florida. [Virtual]*
3. Rivera Cruzado, C. & **Mejia, C.** (2022). Use of Podcasts in Online Hospitality Education: Refining “Access”. *ICHRIE 2022 Annual Conference*, Washington D.C., August 3 – 6, 2022.

4. **Mejia, C.** & Rivera Cruzado, C. (2022). Hospitality Students' Device Preference for Submitting Assignments Online. *ICHRIE 2022 Annual Conference*, Washington D.C., August 3 – 6, 2022.
5. Chheda, K., DiStaso, M., Lee, J., Horan, K., Shoss, M., & **Mejia, C.** (2021, February). Disparities in COVID-19 layoffs and furloughs in the hospitality industry. *Poster to be presented at the Annual Southeast Regional Research Symposium, Birmingham, AL, United States.*
6. Nakahara, W., DiStaso, M., Le, A., Azcarate, I., Shoss, M., **Mejia, C.**, & Jex, S. (2021, November). *The influence of cognitive stress appraisals on hospitality worker's intentions to return to their organization in the context of COVID-19.* Poster to be presented at the semi-annual conference of Work, Stress, and Health.
7. Azcarate, I., Le, A., DiStaso, M., & Nakahara, W. Shoss, M., **Mejia, C.**, & Jex, S. (2021, November). *Worry about COVID-19 vaccination and mental health.* Poster to be presented at the semi-annual conference of Work, Stress, and Health.
8. DiStaso, M., Le, A., Azcarate, I., & Nakahara, W., Shoss, M., **Mejia, C.**, & Jex, S. (2021, November). *Return-to-work threat appraisal: a study of hospitality workers.* Poster to be presented at the semi-annual conference of Work, Stress, and Health.
9. **Mejia, C.** (2015). Testing a social media-technology acceptance model to improve student collaboration in a hospitality course project. *ICHRIE 2015 Annual Conference*, Orlando, FL, July 29 – 31, 2015.
10. **Mejia, C.** & Wang, Y. (2015). Hospitality and leisure factors attracting Chinese citizens to a developing retirement model in Mainland China. *ICHRIE 2015 Annual Conference*, Orlando, FL, July 29 – 31, 2015.
11. Hertzman, J., **Mejia, C.**, & Monteiro, H. (2015). Determining the demand for a hospitality graduate-level supply chain management curriculum. *ICHRIE 2015 Annual Conference*, Orlando, FL, July 29 – 31, 2015.
12. **Mejia, C.** (2014). Increased student satisfaction through the use of 'Storify' curation software in a hospitality course project. *ICHRIE 2014 Annual Conference*, San Diego, CA, July 30 – August 1, 2014.
13. **Mejia, C.** & Wang, Y. (2014). The mediating role of LMX between societal protocols and retention of hotel workers in China: A qualitative investigation. *ICHRIE 2014 Annual Conference*, San Diego, CA, July 30 – August 1, 2014.
14. **Mejia, C.** & Phelan, K. V. (2014). Getting them ready for China: Preparing higher education students for global competence in the hospitality industry. *ICHRIE 2014 Annual Conference*, San Diego, CA, July 30 – August 1, 2014.
15. **Mejia, C.** & Phelan, K. V. (2013). Declining guanxi ties among young Chinese hotel workers and the effect on western expatriate managers. *ICHRIE 2013 Annual Conference*, St. Louis, MO, July 24–27, 2013.
16. **Mejia, C.** & Phelan, K. V. (2012). Who will be teaching hospitality management?: The effects of the impending change on the importance of faculty industry experience. *ICHRIE 2012 Annual Conference*, Providence, Rhode Island, August 1-4, 2012.
17. **Mejia, C.** & Phelan, K. V. (2012). The impact of industry experience on hospitality management programs: A qualitative assessment of department chairs. *ICHRIE 2012 Annual Conference*, Providence, Rhode Island, August 1-4, 2012.
18. **Mejia, C.** & Phelan, K. V. (2012). Measuring hospitality instructors' attitudes toward a new online curriculum: An application of the TAM2 model. *17<sup>th</sup> Annual Graduate Education and*

*Graduate Student Research Conference in Hospitality and Tourism*, Auburn, Alabama, January 5-7, 2012.

19. **Mejia, C. & Phelan, K. V.** (2011). Importance of industry experience among hospitality faculty in higher education: A pilot study. *ICHRIE 2011 Annual Conference*, Denver, Colorado, July 27-30, 2011.
20. **Mejia, C.** (2011). Existence of the culture of learning from the perspective of hourly hospitality employees. *16<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas, January 6-8, 2011.
21. **Mejia, C.** (2011). Importance of industry experience among hospitality faculty in higher education. *16<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas, January 6-8, 2011.

## AWARDS AND HONORS

### UCF Awards

1. 2017-2018: UCF Teaching Incentive Program reward for teaching productivity and excellence. Awarded \$5000 and \$5000 annual salary increase.
2. 2015: UCF Rosen College Faculty of the Year 2015. Awarded \$2500 in faculty travel funding.
3. 2013: UCF Community Partner Award. *Rosen College partnership with Sysco Central Florida*.

### External Awards

1. 2016: Conference Best Paper Award, Sponsored by the Journal of Quality Assurance in Hospitality & Tourism. A place for senior living in hospitality management research. *2<sup>nd</sup> Global Tourism & Hospitality Conference/Asia Tourism Forum*, Hong Kong, 16/18 May 2016.
2. 2016: Journal of Hospitality and Tourism Cases. *Reviewer of the Year 2016*.
3. 2014: Second Place, Johnson & Wales ICHRIE Case Study Competition. *Who's the Boss?: Millennials Managing Generations in the Hospitality Industry*. Awarded \$750 .
4. 2012: First Place, Johnson & Wales ICHRIE Case Study Competition. *Communication, Documentation & HRM: Non-Compliant Kitchen Employee*. Awarded \$1000.
5. 2011-2013. Helen DeVitt Jones Graduate Endowed Fellowship. The Graduate School, Texas Tech University. Awarded \$10,000.
6. 2011: Outstanding Graduate Student at the Doctoral Level. College of Human Sciences, Texas Tech University.
7. Fall 2011: C. J. Davidson Scholarship. College of Human Sciences, Texas Tech University. Awarded \$1000.
8. Fall 2010: Helen DeVitt Jones Graduate Scholarship. College of Human Sciences, Texas Tech University. Awarded \$5000.
9. Fall 2010: Graduate Scholarship. Department of Nutrition, Hospitality, & Retailing, Texas Tech University. Awarded \$2000.

## GRANT WRITING

### UCF Internal Grants

(Total Internal Projects Funded: \$47,284)

1. COS Seed Funding Program: 2022 – 2023. *Hospitality Service Robots & Worker Well-Being*. PIs: Shoss, M., Jex, S., **Mejia, C.**, Amon, M.J., & Kider, J. Budget: **\$21,784/Funded**.
2. UCF Rosen College of Hospitality Management Dean's Research Clusters Program 2022 – 2023. *Hospitality Service Robots & Stakeholder Well-Being*. PIs: **Mejia, C.**, Shoss, M. & Anon, M.J. Budget: **\$5,000/Funded**.
3. UCF 2020 Mid-Career Refresh. **Mejia, C.** Budget: \$39,709/Not Funded
4. UCF LIFE 2019 – 2020. *Hospitality and Leisure Factors Attracting Retirees to Senior Living Communities*. **Mejia, C.** & Severt, D., Co-Investigators. Budget: \$3,848/Not Funded
5. UCF LIFE 2017 – 2018. *Hospitality and Leisure Factors Attracting Retirees to Senior Living Communities*. Principle Investigator: **Mejia, C.** Budget: \$3,848/Not Funded
6. Rosen College Research Grant 2017-2018. *Hospitality Service Quality within Senior Living*. Principle Investigator: **Mejia, C.** Budget: **\$2500/Funded**.
7. UCF ORC Mentoring Award Program 2017 – 2018. *The Retirement Research Foundation Grant*. Mentee: **Mejia, C./Mentor: Wang, Y.** Budget: **\$2000/Funded**; \$1000 pending grant award
8. UCF International Affairs and Global Strategies: Develop Faculty-Led Research Abroad 2015/16. *Undergraduate Research Abroad in the Chinese Hospitality Industry*. Principal Faculty: **Mejia, C.** Budget: **\$3000/Funded**.
9. Rosen College Research Grant 2015-2016. *Sense of Place in the Emerging Chinese Senior Living Market*. Principle Investigator: **Mejia, C.** Budget: \$2500/Not Funded.
10. UCF Rosen College Timeshare Advisory Board Faculty Research Grant. *Optimizing Asynchronous Video Interviewing Practices In the Service Industries*. **Mejia, C.** & Torres, E., Co-Investigators. Budget: **\$500/Funded**.
11. University of Central Florida In-House Grant 2014-2015. *Delivering Hospitality in Mainland China's Senior Housing Sector*. Principle Investigator: **Mejia, C.** Budget: **\$7500/Funded**.
12. Rosen College Research Grant 2014-2015. *Hospitality and Leisure Factors Attracting Chinese Citizens to a Developing Retirement Model in Mainland China: A Case Study Approach*. Principle Investigator: **Mejia, C.** Budget: **\$2500/Funded**.
13. Rosen College Research Grant 2013-2014. *Worker Retention in the Chinese Hospitality Industry: The Connection Between Leader-Member Exchange, Guanxi, and Face*. Principle Investigator: **Mejia, C.** Budget: **\$2500/Funded**.

### External Grants

(Total External Projects Funded: \$1,218,623; Actuals/Effort: \$140,359; Funded pending \$1,618,373)

1. National Institute for Occupational Safety and Health. Project title: *Targeted Research Training in Occupational Safety and Health* (as part of USF's Sunshine Education & Research Center). PI: Mindy Shoss; Co-PI: **Cynthia Mejia**. 5-year duration. [**Funded, 2024-2029. \$1,618,373** (Total center amount: \$9 million). *UCF Credit Split 25%; UCF Indirect Split 25%*].

2. National Science Foundation Future of Work at the Human Technology Frontier: Core Research (FW-HTF) 2024 – 2025. Project Title: *Service Robots in the Restaurant Industry and Frontline Service Worker Well-Being*. PIs: **Mejia, C.**, Shoss, M., & Jex, S. Budget: \$838,040/Not Funded.
3. Centers for Disease Control and Prevention – DSI NORA Initial Funding Request Concept Proposal. Project Title: *Wearable Technology Implementation and Hospitality Service Workers*. PIs: Vietas, J., **Mejia, C.**, Shoss, M., Amon, M.J., Kider, J., & Jex, S. Budget: \$150,000/Not Funded.
4. Centers for Disease Control and Prevention – ERA Occupational Safety and Health Program 2022. Project Title: *Hospitality Service Robots and Employee Well-Being*. PIs: **Mejia, C.**, Shoss, M., Amon, M.J., & Jex, S. Budget: \$274,966/Not Funded.
5. National Institute for Occupational Safety & Health (NIOSH) Internal Funding 2021-2022. *Acceptance & Use of Wearable Technology Among Hotel Housekeepers to Promote Safety, Health, & Well-Being in the Hospitality Industry*. PIs: **Mejia, C.**, Shoss, M., Horan, K., Anon, M.J. & Kider, J. Budget: **\$7,347.80/Funded.**
6. National Occupational Research Agenda (NORA & NIOSH/CDC) Intramural Research Competition 2021-2022. Project Title: *Supervisory Training Advancing Age-Inclusive Workplaces in the Hospitality Sector*. PIs: Grosch, J. & Ortiz, B. NIOSH Personnel: Kaur, H., Petery, G. Glynn, M., Ray, T., Nigam, J. & Childress, A. Co-PIs: Shoss, M., Horan, S., Jex, S., **Mejia, C.**, Hymel, P. & Wang, M. Budget: **\$200,000/Funded.**
7. Sunshine Education and Research Center Pilot Project Research Training 2020-2021. Project title: *Daily Stressors, Coping Behaviors, and Employee Well-Being in Hospitality*. PI: Juseob Lee; Co-PIs: Richard Currie, Hanyi Min, Steve Jex, & **Cynthia Mejia**. Budget: **\$7,400/Funded.**
8. Sunshine Education and Research Center Pilot Project Research Training 2020-2021. Project title: *Concerns About Change*. PI: Michael DiStaso; Co-PIs: Wheeler Nakahara, **Cynthia Mejia**, Steve Jex, & Mindy Shoss. Budget: **\$5,000/Funded.**
9. National Institute for Occupational Safety and Health. Project title: *Empathy Sensitization Through the Use of Embodied Cognition and Abuse Supervisor Interaction Simulation*. PI: Kenneth Ingraham; Co-PIs: Hanyi Min, Steve Jex, **Cynthia Mejia**. Budget: \$99,178/Not Funded.
10. National Institute for Occupational Safety and Health. Project title: *Targeted Research Training in Occupational Safety and Health* (as part of USF’s Sunshine Education & Research Center). PI: Mindy Shoss; Co-PIs: Kristin Horan, **Cynthia Mejia**, Steve Jex. 5-year duration. **Funded 2020-2024. \$998,876** (Total center amount: \$9 million). UCF Credit Split 25%; UCF Indirect Split 25%.
11. 2020 Center for Produce Safety. *Leafy Green Recall Messaging and the Foodservice Customer: Investigating Strategies for Supply Chain Traceability and Collaboration at the Restaurant Level*. Principle Investigator: **Mejia, C.** & Okumus, B, Co-Investigator. Budget: \$39,709/Not Funded
12. Lumina Foundation 2018 LOI. *UCF Rosen College Student Success and Engagement Center*. Blackmon, V., **Mejia, C.**, & Bryant, T. Budget: \$263,336/Not Funded
13. Fundacion MAPFRE, Primitivo de Vega 2018. *Improving Senior Living Service Quality in Caring for the Elderly*. Principle Investigator: **Mejia, C.** Co-Investigator: Severt, D. Budget: €14,669/Not Funded

14. Retirement Research Foundation 2018. *Hospitality Service Quality Training for Senior Living Professionals*. Principle Investigator: **Mejia, C.** Budget: \$49,920/Not Funded
15. U.S. Embassy Havana Grants Program. *Using Tourism as a Vehicle for Sustainable Economic Development and Entrepreneurship in Cienfuegos, Cuba*. Wang, Y., **Mejia, C.**, & Torres, E., Co-Investigators. Budget: \$98,761/Not Funded
16. Chiang Ching-kuo Foundation for International Scholarly Exchange: Jr. Scholars 2016. *The Significance of Leisure and 'Sense of Place' in the Chinese Senior Living Sector*. **Mejia, C.**, Wu, H. C., & Lu, J. Budget: \$29,665/Not Funded.
17. SHRM Foundation Research Grant 2014/2015. *Optimizing Asynchronous Video Interviewing Practices for the Service Industries*. Torres, E. & **Mejia, C.**, Co-Investigators. Budget: \$84,422/Not Funded
18. Chiang Ching-kuo Foundation for International Scholarly Exchange: 3<sup>rd</sup> World Research Summit for Tourism and Hospitality/1<sup>st</sup> USA-China Tourism Research Summit. Principle Investigator: Wang, Y.; Co-Investigator: **Mejia, C.** Budget: \$24,960/Not Funded
19. Chiang Ching-kuo Foundation for International Scholarly Exchange: Junior Scholar Grant 2015. *Potential of Hospitality & Leisure Services in China's Growing Senior Housing Sector*. Principle Investigator: **Mejia, C.** Budget: \$29,741/Not Funded
20. FY13 Internal Competitive Funding Opportunity to Advance Scholarship in the Creative Arts, Humanities, and Social Sciences, Texas Tech University 2013. *Examining Cultural Sensitivity for Expatriates Working in Chinese-Based Hotels*. Principle Investigator: Phelan, K.V./Co-investigator: **Mejia, C.** Budget: **\$19,850/Funded.**
21. Lubbock Area Foundation 2012. *After-School Music Program for Guadalupe-Parkway Neighborhood Centers, Lubbock, Texas*. Authors: Aday, B. & **Mejia, C.** Budget: \$5000/Not Funded
22. Caesar's Hospitality Research Center Grant Award Program 2012. *Examining Cultural Sensitivity & Predictors of Success for Expatriates Working in Chinese-Based Hotels*. Principal Investigators: Phelan, K.V. & Goh, B.; Co-investigators: **Mejia, C.** & Kiatkiri, S. Budget: \$50,000/Not Funded
23. Harrah Hospitality Research Center Grant Award Program 2011. *Examining Hourly Employees' Perceptions of Organizational Learning Culture*. Principle Investigator: Phelan, K.V./Co-investigator: **Mejia, C.** Budget: \$50,000/Not Funded

## INVITED SPEAKING ENGAGEMENTS

1. Mays, D., Kim, M.S., **Mejia, C.**, & Bondorowsky, O. (2024, March 25). Women in Leadership Roles Serving Central Florida. *Rosen Hotels & Resorts Invited Panel in Celebration of Women's History Month*. [May, M., Moderator]. Orlando, Florida [Virtual].
2. **Mejia, C.** (2024, January 22). The State of the Hospitality & Tourism Industry, Invited Panelist. *Central Florida Hotel and Lodging Association*. Orlando, Florida. <https://www.youtube.com/watch?v=0xqDWRoYIII>
3. **Mejia, C.** (2022, October 11). Curated Networking Sessions (3): Continuing Education – How to Grow Your Knowledge Base. *NRA Executive Supply Chain Expert Exchange Fall Conference 2022, October 11, 2022, Hyatt Regency, Orlando, FL*.



4. **Mejia, C.** (2022, April 14). Chefs' Forum Panel: Best Practices for Hiring, Recruiting, and Retaining Your Kitchen Team. *American Culinary Federation, April 14, 2022: Virtual Webinar*. <https://www.youtube.com/watch?v=59cFeXH21MI>
5. **Mejia, C.** (2020, May 7). ACF United: Back to our Kitchens; Be Ready To Be Hired. *American Culinary Federation, May 7, 2020: Virtual Webinar*. <https://www.youtube.com/watch?v=CyyEJpEZz0s>
6. **Mejia, C.** (2021, February 16). Digital strategies for student collaboration. *UCF Teaching and Learning Days, February 16, 2021: Virtual Webinar, Orlando, FL*.
7. **Mejia, C.** (2020, March) 26. Integration of certifications into food and beverage degree programs. *National WorkCred Hospitality Convening, Florida International University, March 26, 2020: Miami, FL. [This event was canceled due to COVID-19.]*
8. **Mejia, C.** (2019, October 11). Voicethread and learning out loud with cloud-based discussion software. *UCF Teaching and Learning Days. October 11, 2019: Main Campus, Orlando, FL*.

## TEACHING

### UCF Rosen College of Hospitality Management, Orlando, FL

*University Teaching in Hospitality & Tourism.* University teaching in the context of the hospitality and tourism discipline, based in contemporary learning theory and frameworks to maximize student engagement and learning outcomes. (Face-to Face Doctoral Course)

*Event Food & Beverage Strategies.* The course covers strategies required of event professionals tasked with the development and coordination of food and beverage functions in a variety of venues and settings. (Mixed Mode)

*Introduction to Food Supply Chain Management (Graduate Course).* Introduction to food supply chain management and theory, examining strategic sourcing, pricing, negotiation, distribution, technology, stakeholder relationships, and quality control related to perishable foodservice products. *Designated a UCF Quality Online Course* (<https://cdl.ucf.edu/quality-course-badge/>) (Online)

*Techniques of Food Preparation.* Teaches the basic principles and practice of food and beverage preparation, service, and menu development. (Face-to-Face)

*Culture & Cuisine.* Addresses the major historical and geographical developments that have affected the creation of the cuisines of the world. (Mixed Mode)

*Food Supply Chain Management [Formally: Supply & Procurement Management.* Focuses on purchasing procedures, specifications, and controls of food and related products in the hospitality industry. *Designated a UCF Quality Online Course* (<https://cdl.ucf.edu/quality-course-badge/>) (Online)

*Hospitality Facilities Management.* Addresses the managerial principles of facility planning, layout and design, as well as the physical plant characteristics for hotels, timeshares and shared ownership properties, restaurants and foodservice, and other hospitality related venues. (Mixed Mode and Full Online)

**Texas Tech University, Lubbock, TX**

*Food Systems Management I: Lecture & Laboratory.* Studies the application of scientific food preparation, along with the managerial principles of food production in a commercial environment. (Face-to-Face)

*Human Resources in the Service Industry.* Addresses the primary functions of human resource management as they pertain to the service industry. Areas covered include employment law, workforce design, staffing, training, evaluation, safety, ethics, & CSR. (Full Online)

**Le Cordon Bleu Institute of Culinary Arts, Dallas, TX**

*Culinary Foundations 1-3; Sanitation; Nutrition; Purchasing; Garde Manger*

**Instructor of Self-Defense for Women**

1991-1996: California and New York

## **Curriculum Development**

1. Chaired conversion of Restaurant & Foodservice Management Degree Program to Lodging & Restaurant Management, UCF Rosen College of Hospitality Management, Department of Foodservice and Lodging Management, 2021 - 2022.
2. Designed and developed graduate and undergraduate Food Supply Chain Management courses, UCF Rosen College of Hospitality Management, Department of Foodservice and Lodging Management, 2019 - 2021.
3. Supported the curriculum development and approval process of the UCF Certificate in Beverage Management, 2019 - 2020.
4. Managed curriculum development for the online B.S. Restaurant & Foodservice Management Degree Program [later converted to Lodging & Restaurant Management], 2019 - 2020.
5. Allergen Aware curriculum. *The International School of Hospitality*, Las Vegas, Nevada, July 2011. Curriculum designed to teach allergen awareness in hotels and restaurants.

## **STUDENT ADVISING**

### **Thesis & Dissertation Committees**

1. Dissertation Committee Member for Vicki Lavendol, *UCF College of Community Innovation and Education*, 2024.
2. Master Thesis Committee Member for Adam Jacobs, MS, *UCF Department of Psychology*, 2024

3. Master Thesis Committee Member for Hannah Crandell, MS, *UCF Department of Psychology, 2024*
4. Master Thesis Chair for Emily Broker, MS, *UCF Rosen College of Hospitality Management, 2023-2024.*
5. Dissertation Committee Member for Wheeler Nakahara, *UCF Department of Psychology, 2023*
6. Dissertation Committee Member for Amanda Grinley, *UCF Department of Psychology, 2021*
7. Master Thesis Committee Member for Christopher Miller, *Virginia Tech School of Architecture + Design, 2020-2021*
8. Master Thesis Committee Member for Justin Lee, *MS Industrial Organizational Psychology, 2020/2021*
9. Master Thesis Committee Chair for Libardo Lambrano, *UCF Rosen College of Hospitality Management, 2018/2019*
10. Graduate Consultant for Shun (Sherry) Ying, *Zhejiang University, Hangzhou, China, Spring 2016*
11. Dissertation Committee Member for Marissa Orłowski, *UCF Rosen College of Hospitality Management, 2014/15*
12. Undergraduate Honors Thesis Committee Member for Lauren Doyle, *UCF Department of Sociology, 2015*

### **Graduate Student Training**

1. Master Student, Emily Broker, *UCF Rosen College of Hospitality Management, Fall 2022*
2. Doctoral Student, Cesar Rivera-Cruzado, *Interamerican University of Puerto Rico, Fall 2021-Present*
3. Master Student, Blair Pott, *UCF Rosen College of Hospitality Management, Spring 2021*
4. Doctoral Student, Katherine Ciarlante, *UCF College of Sciences, Department of Psychology, 2020-22*
5. Master Student, Kinjal Chheda, *UCF College of Sciences, Department of Psychology, 2020-2021*
6. Doctoral Student, Jenna Beltramo, *UCF College of Sciences, Department of Psychology, 2019-2020*
7. Doctoral Student, Amanda Grinley, *UCF College of Sciences, Department of Psychology, 2019-2020*
8. Doctoral Student, Rebecca Pittman, *UCF College of Sciences, Department of Psychology, 2019-2020*
9. Master Student, Joao Pinto, *UCF Rosen College of Hospitality Management, 2019-2020*

### **TEACHING TRAINING**

#### **Karen L. Smith Faculty Center for Teaching & Learning, UCF, Orlando, Florida**

2022 – 2023 UCF FCTL's Faculty Book Club

2019 UCF Summer Faculty Development Conference, \$800 awarded

2019 UCF Peer Review CIP, \$500 grant awarded  
2018 UCF Winter Faculty Development Conference, \$500 grant awarded  
2018 Spring Course Innovation: Enhancing Active Learning Using Webcourses @UCF  
2016 UCF Winter Faculty Development Conference, \$500 grant awarded  
2015 UCF Summer Faculty Development Conference, \$800 grant awarded  
2014 UCF Winter Faculty Development Conference, \$500 grant awarded  
2014 UCF Summer Faculty Development Conference, \$800 grant awarded

### **UCF Center for Distributed Learning**

Professional Development, Fall 2014

IDL6543: An award-winning course for web-based instruction, 80 hours

### **ICHRIE Career Advancement Academy**

Research Consortium: St. Louis, Missouri, Summer 2013 & Providence, Rhode Island, 2012  
Teaching Consortium

Bangkok, Thailand, Summer 2016 [How to Write a Case Study for JHTC]

Orlando, FL, Summer 2015 [Purchasing Course Project]

San Diego, CA, Summer 2014 [Service Learning]

### **The Teaching, Learning, and Professional Development Center, Texas Tech University**

Fall 2012; Spring 2012; Summer 2011; Spring 2011; Fall 2010

## **SERVICE ACTIVITIES**

### **Academic Journals**

1. Coordinating Editor, *International Journal of Hospitality Management*, 2022 – Present
2. Editorial Review Board, *Journal of Hospitality & Tourism Cases*
3. *Tourism Management*, Reviewer
4. *International Journal of Hospitality Management*, Reviewer
5. *International Journal of Contemporary Hospitality Management*, Reviewer
6. *Journal of Hospitality & Tourism Research*, Reviewer
7. *Journal of Hospitality Marketing & Management*, Reviewer
8. *Asia Pacific Journal of Tourism Research*, Reviewer
9. *Journal of Hospitality & Tourism Cases*, Reviewer
10. *Journal of Hospitality & Tourism Technology*, Reviewer

### **Academic Conferences**

1. Chair, *F&B Industry-Education Think Tank, Co-Sponsored by Valencia College & FL ProStart, UCF Rosen College, October 25, 2019.*

2. Co-Chair, Organizing Committee, *2<sup>nd</sup> USA-China Tourism Research Summit/Industry Dialogue 2017*
3. Chair, *Women's Hospitality Leadership Forum 2015 & 2017*, UCF Rosen College
4. Member, Logistics Committee, *2<sup>nd</sup>, 3<sup>rd</sup>, & 4<sup>th</sup> World Research Summit for Tourism & Hospitality*, Orlando, FL (2013, 2015, 2017)
5. Scientific Committee, *2<sup>nd</sup>, 3<sup>rd</sup>, & 4<sup>th</sup> World Research Summit for Tourism & Hospitality*, Orlando, FL
6. Scientific Committee, *3<sup>rd</sup> & 4<sup>th</sup> International Augmented and Virtual Reality Conference*
7. ICHRIE Annual Conference, Reviewer
8. APTA Conference, Reviewer

### **University of Central Florida Appointments**

2022	Grand Marshal, UCF Winter Commencement, December 17, 2022
2018-2020	Committee Member, UCF Believe Faculty & Staff Campaign
2017- 2019	UCF Library Committee (Chairperson - 2017)
2017	Chairperson, UCF VPR Advancement of Early Career Researchers 2017-2018
2014-2016	UCF Faculty and Staff Live United Campaign: Tasting Events at Rosen College
2014	UCF Women Faculty Excellence in Partnerships with Sysco Central Florida
2015-2016	UCF Assistant Professor Mentoring Program, Dr. Robin Back

### **UCF Rosen College Appointments**

2023-2024	UCF Rosen College Program Assessment Reviewer, Hospitality Management
2022-2023	UCF Rosen College GPCC, Committee Member
2018-2022	Member, UCF Rosen College Diversity & Inclusion Committee
2016-2017	Member, Faculty Research Committee
2014-2015	Faculty Search Committee, UCF Rosen College of Hospitality Management
2014-2016	Academic Advisor, National Society of Minorities in Hospitality, UCF Chapter
Spring 2014	Committee Member, UCF Rosen College Doctoral Admission Committee
2013-present	Committee Member, UCF Rosen College Culinary Committee
2013-2015	Committee Member, UCF Rosen College, <i>Planning, Advisory, &amp; Assessment</i>

### **Department of Foodservice and Lodging, UCF Rosen College Appointments**

2022-2023	FLM CPE Committee, Chair
2015	<i>Rosen College in the Kitchen</i> Culinary Video Series for FSS2221C – 29 Videos
2015	Liaison for Rosen Culinary Technology Hardware & Software Upgrade

### **Professional Service**

2024	Interim Director of Education, ICHRIE
Spring 2021	Member, CFHLA Employee Relations Committee
2019-2022	Member, Valencia College Hospitality Management Advisory Council
Fall 2018	Panelist, HHRA Orlando Florida, November 13, 2018. Caribe Royale Resort
2013-2017	CFHLA Bacchus Bash Committee Member, Rosen College Liaison

## Community Outreach

2022 – 2023: Universal Orlando-FL ProStart-UCF Handheld Competition, Organizer  
 2019 – 2023: NRA/FL ProStart Culinary High School Competition, Floor Judge  
 2019 – 2023: Orange County Public Schools Hospitality & Culinary Student Competition Judge  
 Fall 2022: Invited Speaker Horizon High School, Orlando, FL “Teach-In” November 15, 2022  
 Spring 2021: FCCLA State Competition Judge for “Chopped Desserts” Virtual Event  
 Fall 2018: Invited Speaker Freedom High School, Orlando, FL “Teach-In” November 14, 2018  
 Fall 2017: Invited Speaker, Boys & Girls Club Hospitality Day, Orlando, FL  
 Spring 2014: Speaker, Colonial High School, Orlando, FL: *Emerging Hospitality Careers*  
 Fall 2012-2010: Texas Tech University Grade School Girls’ Program to Prepare for College  
 Fall 2012: First Annual Lubbock Wines & Vines Festival: Hub City Master Chef Judge  
 Summer 2012: Texas 4-H Roundup. 4-H Texas State Finals Culinary Competition  
 Spring 2012: Taste of Texas Wine Pairing Dinner for RHIM Corporate Recruiters

## Membership

2024-present Board Member, Interim Director of Education, ICHRIE  
 2023-present Board Member, I-Drive Chamber of Commerce  
 2018-2020 National Restaurant Association  
 2018-present Central Florida Hospitality Human Resources Association (HHRA)  
 2013-2019 Central Florida Hotel & Lodging Association  
 2015-2016 Society for Human Resource Management (SHRM)  
 2012-present International Council on Hotel, Restaurant and Institutional Education (ICHRIE)

## Press/Video

1. <https://www.youtube.com/watch?v=59cFeXH21MI>
2. <https://www.youtube.com/watch?v=CyyEJpEZz0s>
3. [https://fctl.ucf.edu/wp-content/uploads/sites/5/2021/03/FF\\_2021\\_March.pdf](https://fctl.ucf.edu/wp-content/uploads/sites/5/2021/03/FF_2021_March.pdf)
4. [https://fctl.ucf.edu/wp-content/uploads/sites/5/2018/10/FF\\_2018\\_August.pdf](https://fctl.ucf.edu/wp-content/uploads/sites/5/2018/10/FF_2018_August.pdf)
5. <https://www.youtube.com/watch?v=FpeNlpIAcGs>
6. <https://restaurant.org/articles/news/gen-z-is-the-future-of-supply-chain-management>
7. <https://hospitality.ucf.edu/2016/06/02/professor-cynthia-mejia-receives-best-paper-award-for-senior-living-in-hospitality-management-research/>
8. <https://hospitality.ucf.edu/2017/08/01/korean-students-study-hospitality-for-four-weeks-at-ucf-rosen-college-of-hospitality-management/>
9. <https://www.hospitalitynet.org/news/4080753.html>
10. <http://centralfloridatop5.com/tag/rosen-college-of-hospitality-management/>
11. <http://perspectivemagazine.com/010520153384/womens-hospitality-leadership-forum-a-first-but-not-the-last-for-orlando>
12. <http://www.bowlingdigital.com/bowl/node/12983>
13. <https://allevents.in/orlando/spooky-cocktails-and-scary-treats-with-marissa-orlowski-and-dr-cynthia-mejia/896391053762046#>
14. <http://hobnoborlando.com/hobnobbin/business/female-hospitality-execs-share-inspiring-career-stories-at-womens-leadership-forum/>
15. <http://knightnews.com/2015/11/ucfs-rosen-college-raised-over-150000-for-united-way-campaign/>



## HOSPITALITY INDUSTRY WORK EXPERIENCE

**Maravilla Senior Living Community**, Santa Barbara, CA. July 2004-Sept 2005

**Executive Chef** for this five-star retirement community owned and operated by SRG, Inc.

- Redesigned menus and kitchen operations to produce 20,000 meals monthly.
- Maintained food cost of \$2.20 per plate and beat projected labor costs.
- Responsible for ordering, purchasing, inventory and receiving for 3 outlets.

**Rancho Temescal & The Heritage Valley Inn**, Piru, CA. Jan 2003-Aug 2003

**Business Development Manager** for this 6000-acre working ranch and equestrian center.

- Organized systems for on-site catering operations for parties of up to 400.
- Developed and implemented sales contracts for weddings and large groups.
- Support for initial sales and marketing program.

**Coast Santa Cruz Hotel**, Santa Cruz, CA. Jan 2001-Jan 2003

**Director of Food & Beverage Operations/Executive Chef** for full service 200 room unionized property.

- Redeveloped entire F&B concept for banquets, full service 70-seat restaurant, room service, lounge and poolside operations.
- Maintained 28% food cost and 26% beverage cost for annual sales of \$1.5 mil.
- Reconstructed entire unionized staff for both front and back of house.
- Assistant to the hotel GM.

**BLU, Shangri-La Hotel**, Singapore. Dec 1999-Oct 2000

**Chef de Cuisine** of this California-Mediterranean concept restaurant seating 70 persons.

- Opening team for this restaurant in a five-star, world-class hotel.
- Designed the entire menu concept; first of its kind in the corporation.
- Developed private Wine Cellar concept and menus for 20 persons.
- Trained local employees in fine dining “Western” cuisine.
- Maintained a 27% food cost.

**Crescent Shores Grill, Hotel La Jolla**, La Jolla, CA. April 1998-Nov 1999.

**General Manager/Executive Chef** for food and beverage operations of this 108-room hotel.

- Lowered liquor costs by 8% and upgraded controls.
- Increased overall restaurant profitability twofold.
- Experienced in programming the Micros POS system.
- Restructured front of house operating procedures.
- Developed menu concept including banquets and room service.

**Sierra Mar, Post Ranch Inn**, Big Sur, CA. 1995-1998.

**Executive Chef** of this 70-seat restaurant at Post Ranch Inn, a Mobil four-star recipient.

- Implemented and computerized new systems for ordering and purchasing.
- Reorganized kitchen staff of 25 people.
- Reduced food inventory by 30% and food cost by 4%.
- Created daily changing Prix Fixe dinner menu.
- Redesigned breakfast, lunch, snack and banquet menus.
- Experienced in programming Aloha POS system.

**Sierra Mar, Post Ranch Inn, Big Sur, CA. 1995-1998.**

**Sous Chef, 1995-1996.**

- Assured quality and portion control.
- Provided ongoing, consistent training for line cooks.
- Assumed administrative duties in Executive Chef's absence.

**The Highlands Inn, Carmel, CA. 1994-1995.**

**Sauté Cook** on the dinner hot line in the Pacific's Edge fine dining restaurant. Maintained high quality standards in cuisine within a high-volume production setting of up to 350 covers nightly.

**Carmel Valley Ranch Resort, Carmel Valley, CA. 1993-1994.**

**Cook** on the dinner hot line in the Oaks Restaurant. Grill, sauté, pastry, pantry and banquets.

**The Greenbrier Hotel, White Sulphur Springs, WV. 1993.**

**Roundsperson** of this Mobil five-star, five diamond hotel. Experienced on the hot line, bake shop, Garde Manger and ice carving in high volume production up to 1000 covers.

**The Four Seasons Biltmore Hotel, Santa Barbara, CA. 1992.**

**Roundsperson** in the restaurant outlets including pastry, Garde Manger and banquets.

rev: 07/01/24