

Murat Hancer, Ph.D., CHTP

Rosen College of Hospitality Management
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Orlando, FL 32819
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EDUCATION

- Ph.D. The Ohio State University, Columbus, Ohio
Doctor of Philosophy- Hospitality Management
2001
Research Interests: Information Technology, Human Resources Management,
Foodservice Management
- M.S. University of New Haven, New Haven, Connecticut
Master of Science- Hospitality and Tourism
1997
- B.S. Dokuz Eylul University, Izmir, Turkey
Bachelor of Science- Tourism Administration and Hotel Management
1992

PROFESSIONAL CERTIFICATION

Certified Hospitality Technology Professional (CHTP). Commissioned by Hospitality Financial and Technology Professionals and the Educational Institute of the American Hotel & Lodging Association, **2010-present**

ACADEMIC EXPERIENCE

- 2016-present **Professor**
Rosen College of Hospitality Management
University of Central Florida, Orlando, Florida
- 2013-2016 **Professor and Graduate Program Coordinator**
School of Hotel and Restaurant Administration,
Oklahoma State University, Stillwater, Oklahoma
- 2009-2013 **Associate Professor and Graduate Program Coordinator**
School of Hotel and Restaurant Administration,
Oklahoma State University, Stillwater, Oklahoma

September, 2017

- 2006-2009 **Associate Professor**
School of Hotel and Restaurant Administration,
Oklahoma State University, Stillwater, Oklahoma
- 2004-2006 **Assistant Professor and Department Chair (Founding Chair):**
Department of Food & Beverage Management
School of Tourism and Hotel Management
Adnan Menderes University, Turkey
- 2001-2004 **Assistant Professor**
School of Tourism and Hotel Management
Adnan Menderes University, Turkey
- 2004 **Visiting Scholar**
The Ohio State University, Columbus, Ohio
- 1998-2001 **Graduate Teaching Associate**
The Ohio State University, Columbus, Ohio

ADMINISTRATIVE EXPERIENCE

Graduate Program Coordinator (Fall 2009-Fall 2015)

School of HRAD, Oklahoma State University

Responsible for Master's and Doctoral degree program. Supervised students through degree completion. Chaired student admission selection committee. Directed paperwork associated with degree processing, thesis and professional paper completion.

- Established graduate program standards for both master's and doctoral degree programs
- Increased graduate student publications and presentations
- Increased in best/outstanding awards received by graduate students and faculty
- Revised assessment standards for Master's and Doctoral degree program
- Revised the graduate student handbook
- Supervised the School's Graduate Student Association
- Supervised research projects, wrote grant proposals
- Assumed coordinating editorship of International Journal of Hospitality Management
- Mentored faculty in research methods and analysis
- Designed Strategic plan for the graduate program
- Increased visibility of graduate program internationally and nationally
- Awarded 2011 Outstanding Graduate Mentor
- Awarded 2012 Outstanding Graduate Coordinator

Founding Department Chair (2004-2006)

Department of Food and Beverage Management, Adnan Menderes University, Turkey

Responsible for the supervision of administrative operations including curriculum development, strategic planning, information systems management, policy formulation, personnel administration, staff/faculty relations, and budgeting.

- Developed and directed the Bachelor of Science degree program in food and beverage management
- Supervised the food and beverage management undergraduate curriculum
- Mentored new faculty
- Chaired School committees
- Assisted with development of budgets
- Liaison to administrative units in the University
- Coordinated seminars, workshops and conferences related to food and beverage management

PROFESSIONAL EXPERIENCE

1991-1994

Sales & Marketing Manager

Arcelik Inc., Hancerler

Responsible for managing sales and marketing efforts. Developed operational systems and controls, prepared training manuals for employees, worked closely with corporate office. Implemented first computer utilization within the branch.

1990

Management Trainee

Merit Hotel, Ankara, Turkey

Served as management trainee at the Merit Hotel, in Ankara Turkey. Trained in all departments of the Food and Beverage Division including kitchen, room service, and restaurant operations.

1989

Management Trainee

Sheraton Hotel, Istanbul, Turkey

Served as management trainee at Sheraton Hotel, in Istanbul Turkey. Trained in all departments of the Rooms Division, including Reservations, Front Desk, Housekeeping and Valet Service.

AWARDS & ACCOMPLISHMENTS

The Regents Outstanding Research Award Recipient, Oklahoma State University, 2014
Best Paper Award, 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, 2014
Best Paper Award, ApacCHRIE Conference, 2013
The Regents Outstanding Research Award Finalist, Oklahoma State University, 2012, 2013
The Regents Outstanding Teaching Award Finalist, Oklahoma State University, 2013
Outstanding Graduate Coordinator Award, (UNIVERSITY-WIDE AWARD) Oklahoma State University, 2012
The Regents Outstanding Teaching Award Nominee, Oklahoma State University, 2012
Best Paper Award, The 3rd International Research Symposium in Service Management, 2012
Outstanding Paper Award, Emerald Literati Network, 2011
Outstanding Graduate Mentor, Oklahoma State University, 2011
The Phoenix Award Nominee, Oklahoma State University, 2011
Best Paper Award, International CHRIE Conference, 2009
Best Paper Award, The Third International Conference on Services Management, 2008
Listed in Outstanding Scientists of the 21st Century, Inaugural Edition, 2007-2008

INSTRUCTION

University of Central Florida Courses Taught

HFT 3444 Hospitality Information Technology
HFT 3444 Hospitality Information Technology (Online)
HMG 7546 Strategies and Tactics: Guest Service Management (Graduate Course)

Oklahoma State University Courses Taught

HRAD 2533 Hospitality Information Technology
HRAD 2533 Hospitality Information Technology (Online)
HRAD 3193 Hospitality Training and Program Development
HRAD 3443 Hospitality Industry Internship (Online)
HRAD 3783 Hospitality Human Resources Management
HRAD 4163 Hospitality Marketing
HRAD 4413 Hospitality Information Systems
HRAD 5000 and 6000– Master’s and Doctoral Research (Graduate Course)

HRAD 5111 Hospitality Graduate Studies and Research (Graduate Course)
HRAD 5243 Retailing and Franchising in the Hospitality Industry (Graduate Course)
HRAD 5262 Seminar in Contemporary Hosp. Management (Graduate Course)
HRAD 5313 Hospitality and Tourism Information Technology (Graduate Course)
HRAD 5513 Contemporary Issues in Hospitality and Tourism (Graduate Course)
HRAD 5850 Special Topics Independent Study Hotel and Restaurant Administration
(Graduate Course)

Adnan Menderes University
Courses Taught

Food and Beverage Management (Undergraduate Course)
Advanced Food and Beverage Management (Undergraduate Course)
Introduction to Hospitality (Undergraduate Course)
Hotel Internship (Undergraduate Course)
Information Technology in Tourism (Graduate Course)
Entrepreneurship in the Hospitality Industry (Graduate Course)

Ohio State University
Courses Assisted/Taught

Food and Beverage Management
Quantity Food Production
Human Nutrition

RESEARCH

Peer Reviewed Journal Articles

***Indicates Student**

1. Im, J.Y. & Hancer, M. What Fosters Attitude Toward Using Travel Mobile Applications? Journal of Hospitality Marketing & Management. (In Press)
2. Erkmen, E., Hancer, M., & Leong, J. (2017). How Internal Branding Process Really Pays Off? The Role of Brand Trust to Enhance Brand Related Behaviors. *Tourism Analysis*. 22(3), 309-322.
3. Shin, Y. H., Hancer, M., & Song, J. H. (2016). Self-Congruity and the Theory of Planned Behavior in the Prediction of Local Food Purchase. *Journal of International Food & Agribusiness Marketing*. 28(4), 330-345.
4. Shin, Y. & Hancer, M. (2016). The Role of Attitude, Subjective Norm, Perceived Behavioral Control, and Moral Norm in the Intention to Purchase Local Food Products. *Journal of Foodservice Business Research*. 19(4), 338-351.

5. Shin, Y. H., Hancer, M., Jung, S. E. & Kim, D. J. (2015). Assessment of U.S. Consumers' Underlying Beliefs of Local Food Purchase. *Culinary Science and Hospitality Research*. 21(5), 109-118.
6. Erkmen, E. & Hancer, M. (2015). Do your Internal Branding Efforts Measure Up? Consumers' Response to Brand Supporting Behaviors of Hospitality Employees. *International Journal of Contemporary Hospitality Management*. 27(5), 878-895.
7. Ozturk, A. & Hancer, M. (2015). The Effects of Demographics and Past Experience on RFID Technology Acceptance in the Hospitality Industry. *International Journal of Hospitality and Tourism Administration*. 16, 275-289.
8. Erkmen, E. & Hancer, M. (2015). Linking Brand Commitment and Brand Citizenship Behaviors of Airline Employees: The Role of Trust. *Journal of Air Transport Management*. 42, 47-54.
9. Im, J.Y.* & Hancer, M. (2014). Shaping Travelers' Attitude toward Travel Mobile Applications. *Journal of Hospitality and Tourism Technology*. 5(2), 177-193.
10. Ozturk, A. & Hancer, M. (2014). Hotel and IT Decision-Maker Characteristics and Information Technology Adoption Relationship in the Hotel Industry. *Journal of Hospitality and Tourism Technology*. 5(2), 194-206.
11. Ozturk, A., Hancer, M. & Wang, Y*. (2014). Interpersonal Trust, Organizational Culture, and Turnover Intention in Hotels: A Cross Level Perspective. *Tourism Analysis*. 19, 139-150.
12. Ozturk, A. Hancer, M. & Im, J.Y.* (2014). Job Characteristics, Job Satisfaction, and Organizational Commitment for Hotel Workers in Turkey. *Journal of Hospitality Marketing and Management*. 23(3), 294-313.
13. Leong, J. & Hancer, M. (2014). Crisis Management Preparedness to Protect Food Products in a Foodservice Operation. *Journal of Hospitality Marketing and Management*. 23, 178-217.
14. Kim, Y.J., Njite, D. & Hancer, M. (2013). Anticipated Emotion in Consumers' Intentions to Select Eco-Friendly Restaurants: Augmenting the Theory of Planned Behavior. *International Journal of Hospitality Management*. 34, 255-262.
15. Gazzoli, G.*, Hancer, M. & Kim, P. (2013). Explaining Why Employee-Customer Orientation Influences Customer Perceptions of the Service Encounter. *Journal of Service Management*. 24(4), 382-400.
16. Ozturk, A., Palakurthi, R. & Hancer, M. (2012). Organizational Level RFID Technology Adoption in the Hospitality Industry. *Tourism Analysis*. 17(5), 629-642.
17. Kim, Y.*, Palakurthi, R. & Hancer, M. (2012). The Environmentally Friendly Programs in Hotels and Customer's Intention to Stay: An Online Survey Approach. *International Journal of Hospitality and Tourism Administration*. 13(3), 195-214.
18. Park, S.* & Hancer, M. (2012). A Comparative Study of Logit and Artificial Neural Networks in Predicting Bankruptcy in the Hospitality Industry. *Tourism Economics*. 18(2), 311-338.

19. Gazzoli, G.*, Hancer, M. & Park, Y.* (2012). Employee Empowerment and Customer Orientation: Effects on Job Satisfaction, Commitment and Job Involvement. *International Journal of Hospitality and Tourism Administration*. 13(1), 1-25.
20. Ozturk, A.* & Hancer, M. (2011). The Effect of Demographics on Job Satisfaction: A Study of Hotel Managers in Turkey. *International Journal of Hospitality and Tourism Administration*. 12 (3), 189-201.
21. Njite, D., Hancer, M. & Slevitch, L. (2011). Exploring Corporate Social Responsibility: A Managers' Perspective on How and Why Small Independent Hotels Engage with their Communities. *Journal of Quality Assurance in Hospitality and Tourism*. 12 (3), 177-201.
22. Shin, Y.*, Hancer, M., Leong, J. & Palakurthi, R. (2010). An Investigation of Systematic Risk Determinants in the Casino Industry. *Tourism Analysis*. 15 (6), 689-700.
23. Kim, Y.* & Hancer, M. (2010). The Effect of Knowledge Management Resource Inputs on Organizational Effectiveness in the Restaurant Industry. *Journal of Hospitality and Tourism Technology*. 1 (2), 174-189. **(OUTSTANDING PAPER AWARD, EMERALD NETWORK)**
24. Huber, M., Hancer, M. & George, R.T. (2010). A Comparative Examination of Information Technology (IT) Usage in the Restaurant Industry. *Journal of Foodservice Business Research*. 13 (3), 268-281.
25. Leong, J.K. & Hancer, M. (2010). International Foodservice and Sanitation Management Curricula to Enhance Student Skills. *Journal of Hospitality Marketing and Management*. 19 (2), 137-156.
26. Lee, D.* & Hancer, M. (2010). Attitude toward Exhibition Websites on Revisit Intention and Exhibition Participation. *The Journal of International Trade & Commerce*. 6 (2), 353-368.
27. Gazzoli, G.*, Hancer, M. & Park, Y.* (2010). The Role and Effect of Job Satisfaction and Empowerment on Customers' Perception of Service Quality: A Study in The Restaurant Industry. *Journal of Hospitality and Tourism Research*. 34 (1), 56-77. **(MOST FREQUENTLY READ ARTICLE IN 2010)**
28. Hancer, M., Ozturk, A.B.* & Ayyildiz, T.* (2009). Middle Level Hotel Managers' Corporate Entrepreneurial Behavior and Risk Taking Propensities: A Case of Didim, Turkey, *Journal of Hospitality Marketing and Management*. 18 (5), 523-537.
29. Kim, S.H.*, Kim, W. & Hancer, M. (2009). Effect of Information Technology Investment Announcements on the Market Value of Hospitality Firms Using Event Study Methodology. *Tourism Economics*. 15 (2), 397-411.
30. Bicici, F.* & Hancer, M. (2008). College Students' Expectations of the Services Provided by Food and Beverage Firms: An Examination of the Service Quality in Kusadasi & Didim. Dokuz Eylul University, *Journal of Institute of Social Sciences*. 10 (3), 49-67. (in Turkish).
31. Hancer, M., Larzelere, R., & Njite, D. (2008). Initial Reliability of a Turkish Version of the Dyadic Trust Scale. *Psychological Reports*. 103, 917-920.
32. Ozturk, A.B.* & Hancer, M. (2008). Exploring Destination Satisfaction: A Case of Kizkalesi, Turkey. *Tourism Analysis*. 13 (5/6), 473-484.

33. George, R.T. & Hancer, M. (2008). Housekeeping Managers and the Administration of Housekeeping Service. *International Journal of Hospitality and Tourism Administration*, 9 (4), 365-383.
34. Tanrisevdi, A. & Hancer, M. (2008). Examining Email Response Quality in Turkish Travel Agencies, *Anatolia: An International Journal of Tourism and Hospitality Research*, 19 (1), 23-40.
35. Hancer, M., Bicici, F.* & Tanrisevdi, A. (2007). Price Ending Strategies: A Qualitative Study Focusing on the Effects of Students' Perceptions for Cafe and Restaurant Menu Prices. *Anatolia: Tourism Research Journal*, 18 (1), 21-32. (in Turkish).
36. Ayyildiz, T.*, Yuksel, A. & Hancer, M. (2007). Corporate Governance: Impact on Staff Loyalty. *Journal of Travel and Tourism Research*, 7 (1), 50-69. (in Turkish).
37. Hancer, M. & Ataman, C.* (2006). Web Site Evaluation and Utilizing Information Technology in Travel Agencies: An Application in Aegean Travel Agencies. *Dokuz Eylul University, Journal of Institute of Social Sciences*, 8 (3), 193-207. (in Turkish).
38. Hancer, M. (2005). Dimensions of the Turkish Version of the Psychological Empowerment Scale, *Psychological Reports*, 97, 645-650.
39. Hancer, M., George, R.T. & Kim, P.* (2005). An Examination of the Dimensions of Psychological Empowerment, *Psychological Reports*, 97, 667-672.
40. George, R.T. & Hancer, M. (2004). Leader Member Exchange Quality: An Empirical Investigation in Restaurants. *Journal of Human Resources in Hospitality and Tourism*, 3 (2), 85-99.
41. Hancer, M. & George, R.T. (2004). Factor Structure of the Minnesota Satisfaction Questionnaire Short Form for Restaurant Employees. *Psychological Reports*, 94, 357-362.
42. Hancer, M. (2004). Service Industry and Empowerment: A Study of the Concepts, Meaning and Theory. *Oneri*, 21 (6), 43-50. (in Turkish).
43. Hancer, M. (2003). An Investigation of Different Approaches in the Translation of Measurement Scales. *Balikesir University Journal of Institute of Social Sciences*, 7 (10), 47-60. (in Turkish).
44. George, R.T. & Hancer, M. (2003). The Impact of Selected Organizational Factors on Psychological Empowerment of Non-Supervisory Employees in Full-Service Restaurants. *Journal of Foodservice Business Research*, 6 (2), 35-47.
45. Tanrisevdi, A. & Hancer, M. (2003). Utilizing Crisis Strategies in Turkish Travel Agents. *Anatolia*, 14 (2), 119-131. (in Turkish).
46. Hancer, M. (2003). Customer Loyalty in the Hospitality Industry: Meaning, Effect and Consequences. *Journal of Travel and Tourism Research*, 3 (1), 39-45. (in Turkish).
47. Yuksel, A., Yuksel, F. & Hancer, M. (2003). Work Expectations of Tourism and Hospitality Internship Students and the Industry Performance. *Journal of Travel and Tourism Research*, 3 (1), 12-21.

48. Hancer, M. & Tanrisevdi A. (2003). An Examination of Empathy and Performance as the Dimensions of Social Intelligence. *Cumhuriyet University Journal of Institute of Social Sciences*, 27 (2), 213-227. (in Turkish).
49. Hancer, M. & George, R.T. (2003). Psychological Empowerment of Non-Supervisory Employees Working in Casual Restaurants. *International Journal of Hospitality Management*, 22, 3-16.
50. Hancer, M. & George, R.T. (2003). Job Satisfaction of Restaurant Employees: An Empirical Investigation Using the Minnesota Satisfaction Questionnaire. *Journal of Hospitality and Tourism Research*, 27 (1), 85-100.
51. Adak, N. & Hancer, M. (2002). Motivation Factors for Hotel Personnel in Kusadasi. *Anatolia*, 13 (1), 155-161. (in Turkish).

Peer Reviewed Journal Articles - Under Review/In Progress

1. Hight, K., Ronzoni, G., & Hancer, M. Are Online Review Users Harder to Please? The Impact of Online Hotel Reviews on Consumer Post-Purchase Evaluations. (In Progress)
2. Esfahani, S. & Hancer, M. Customer to Customer Interaction in Airbnb. (In Progress)
3. Legg, M. & Hancer, M. Using Survival Modeling for Turn-Time Predictions in Foodservice Settings. *International Journal of Hospitality Management*. (Under review)
4. Lin, T. Zerman, S., & Hancer, M. An Examination of Student Volunteers' Motivation, Engagement and Willingness of Retention. *International Journal of Event and Festival Management*. (Under review).
5. Lin, T, Zerman, S., & Hancer, M. Examination of Commitment of Student Volunteers at Special Event: The Case of the Wine Forum of Oklahoma. *Journal of Convention and Event Tourism*. (Under review).
6. Zerman, S., Lin, T., & Hancer, M. Motivation, satisfaction, corporate image, and loyalty relationships in special event settings. *Journal of Hospitality Marketing & Management*. (Under review).

Peer Reviewed Conference Papers

***Indicates Student**

1. Zerman, S.*, Lin, T.*, & Hancer, M. (2016). Competitive Advantage in the Event Setting: The Impacts of Loyalty, Corporate Image, and Satisfaction on the Competitiveness of an Event. The 14th APacCHRIE Conference, May 2016, Bangkok, Thailand.
2. Kneip, M.* & Hancer, M. (2016). High Speed Train Travel: Transforming Train Travel for Leisure and Business Consumers in North America. The 14th APacCHRIE Conference, May 2016, Bangkok, Thailand.
3. Lin, S.*, Chi, X.*, & Hancer, M. (2016). Does Table Entertainment Device Affect Restaurant Satisfaction and Loyalty? Adapting Task Technology Fit Model. The 14th APacCHRIE Conference, May 2016, Bangkok, Thailand.

4. Cai, X.*, Lin, S.*, & Hancer, M. (2016). Students' Perception of Classroom Structures and their Motivation towards Practicing Hands-on Experience: A Case Study in a Foodservice Instructional Laboratory. The 14th APacCHRIE Conference, May 2016, Bangkok, Thailand.
5. Lin, T.* & Hancer, M. (2016). Committed Student Volunteers. The 14th APacCHRIE Conference, May 2016, Bangkok, Thailand.
6. Alsumait, K.*, Hancer, M., & Kesgin, M. (2016). Guest Waiting Experience at Hotels: Evidence from Saudi Arabia. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
7. Alotaibi, S.*, Hancer, M., & Tripodi, K. (2016). The Influence of Distributive Justice on Saudis' Perception of Service Recovery. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
8. Lin, T.*, Zerman, S.*, & Hancer, M. (2016). How are they motivated and engaged: The Wine Forum of Oklahoma. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
9. Zerman, S.*, Lin, T.*, & Hancer, M. (2016). The Wine Forum of Oklahoma: An Investigation of Factors Affecting Loyalty. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
10. Bae, S*. & Hancer, M. (2015). Perceived Effectiveness of Internal Public Relations and Employees' Job Attitudes: Empirical Evidence in Korean Hotels. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
11. Im, J.Y.* & Hancer, M. (2015). The Effects of Image, Personal Innovativeness, and Hedonic Motivation toward Attitude in using Travel Mobile Applications. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
12. Legg, M.* & Hancer, M. (2015). What Are The Effects Of Basic Emotions On The Theory of Planned Behavior In Predicting Casino Gambling Intentions? The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
13. Cai, R.*, Shrestha, J.*, Kwon, H.* & Hancer, M. (2014). Customers' Past-Experience and Revisit Intention in Casual Dining Restaurants: A Study of Coupon Usage. The 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2014, Houston, TX.
14. Im, J.Y.* & Hancer, M. (2014). Travelers' Attitude towards Using Travel Mobile Applications: The Role of Utilitarian, Hedonic Motivation and Self-Identity. The 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2014, Houston, TX. **(RECIPIENT OF BEST PAPER AWARD)**.
15. Oter, Z., Ozdogan, O. & Hancer, M. (2013). Why Hotels Should Be Environmentally Friendly? A Research on Managerial Perceptions, 1st World Conference on Hospitality, Tourism and Event Research and International Convention & Expo Summit, May 2013, Bangkok, Thailand.

16. Ozdogan, O., Hancer, M. & Oter, Z. (2013). A Debate on Food Cost and Sustainability: The Role of Executive Chefs in All Inclusive Hotels. The 11th APacCHRIE Conference, May 2013, Macau, China (**RECIPIENT OF BEST PAPER AWARD**).
17. Ozturk, A. & Hancer, M. (2012). The Effect of Individual Differences on Acceptance of RFID Technology in the Hospitality Industry, IHITA 19th Annual Research Conference, June 24, 2012, Baltimore, Maryland, USA.
18. Gazzoli, G.*, Hancer, M. & Kim, P. (2012). An Explanation of How and Why Customer Orientation Influences Customer's Evaluation of Interaction Quality. The 3rd International Research Symposium in Service Management. (**RECIPIENT OF BEST PAPER AWARD**).
19. Kim, Y.J.* & Hancer, M. (2011). Effects of Leadership Style and National Culture on Restaurant Employees' Affective Commitment. The 16th Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, January 2011, Houston, TX.
20. Ishida, K.* & Hancer, M. (2010). The Effectiveness of Co-Branding Fast Food Restaurants in a Single Location. EuroChrie International Conference, October 2010, Amsterdam, Netherlands.
21. Erkmen, E.* & Hancer, M. (2010). Multidimensional Analysis of Perceived Risk for Full Service and Low Cost Airlines. The 15th Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, January 2010, Washington DC.
22. Legg, M.* & Hancer, M. (2010). Meta-analysis Study of Non-gaming Determinants of Gaming Floor Performance. The 15th Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, January 2010, Washington DC.
23. Cobanoglu, C., Bilgihan, A.*, Erdem, M. & Hancer, M. (2009). Is Wi-Fi Service in a Restaurant a Determinant of Customers' Revisit Intention? Proceedings of the Decision Science Institute 40th Annual Meeting, New Orleans, LA.
24. Gazzoli, G.*, Hancer, M. & Park, Y*. (2009). Enhancing Workers' Attitudes towards Their Jobs through Customer Orientation: A Structural Equation Modeling Approach. International CHRIE Conference, July 2009, San Francisco. (**RECIPIENT OF BEST PAPER AWARD**).
25. Park, S.*, Hancer, M. & Scott-Halsell, S. (2009). Utilizing Artificial Neural Networks in Predicting Bankruptcy in the Hospitality Industry. The 14th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2009, Las Vegas, NV.
26. Ozturk, A.* & Hancer M. (2008). Exploring the Relationship between Job Satisfaction and Demographics: A Study of Hotel Managers in Turkey. The International CHRIE Conference, July 30-Aug. 2, Atlanta, Georgia.
27. Gazzoli, G.*, Hancer, M. & Park, Y.* (2008). The Effect of Psychological Empowerment and Job Satisfaction on Service Quality. The Third International Conference on Services Management. May 2008, College Park, PA. (**RECIPIENT BEST PAPER AWARD**).
28. Cavus, S., Hancer, M. & Bilgin, G.* (2008). The Role of the Internet in the Management Process: A Study in Izmir and Kusadasi Hotels. The 4th International Scientific Conference:

- Current Problems of Tourism Development Countries of Central-Eastern Europe, Kielce, Poland, 185-200.
29. Aydemir, O., Elitas, C., Topal, Y. & Hancer, M. (2008). Incentive Practices and Investment Project Organization in the Practice of Stairs Method in the Ottoman State. The 12th World Congress of Accounting Historians, July 2008, Istanbul, Turkey.
 30. Ozturk, A.B.* & Hancer, M. (2007). Corporate Entrepreneurship and Risk Taking: A Case of Didim, Turkey. EuroChrie International Conference, October 2007, Leeds, United Kingdom.
 31. Hancer, M., Tanrisevdi, A. & Kim, S.H.* (2007). Understanding Crisis Management: A Case of Turkish Travel Agents, The CHRIE International Conference, July 2007, Dallas, TX.
 32. Yuksel, A., Hancer, M. & Cengiz, S.* (2007). Effects of Non-Verbal Behavior on Customers' Recovery Judgments: A Neglected Aspect in Complaint Handling, Paper Presented at the CHRIE International Conference, July, 2007, Dallas, TX.
 33. Ozturk, A.B.* & Hancer, M. (2007). Demographics, Information level and Overall Satisfaction Relationship: A Case of Kizkalesi Turkey. The 12th Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Houston, TX.
 34. Kim, S.H.*, Kim, W. & Hancer, M. (2007). Information Technology Investment Announcements' Effect on Market Value for Hospitality Firms. The 12th Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Houston, TX.
 35. Ataman, C.* & Hancer, M. (2005). The Internet Perceptions of Travel Agency Managers' in the Viewpoint of Strengths, Weaknesses, Opportunities, Threats (SWOT Analysis) and Strategies: Example of Aegean Region. 3rd National Graduate Student Research Conference, May 2005, Canakkale, Turkey.
 36. Hancer, M. & George, R.T. (2003). Leader-Member Exchange in Restaurants: An Empirical Investigation. The CHRIE International Conference. August, 2003, Palm Springs, CA.
 37. George, R.T & Hancer, M. (2002). Organizational Factors and Their Impact on Employee Empowerment, The ICHRIE International Conference. August, 2002. Orlando, FL.
 38. Yuksel, A., Yuksel, F. & Hancer, M. (2002). Social Impacts of Tourism and the Role and Contribution of Universities, Proceedings of 2nd National Tourism Congress. 169-182. Ankara.
 39. Hancer, M., Adak, N. & Yuksel, A. (2002). University- Sector Alliance in Tourism Education. Proceedings of Tourism Education Workshop. 401-406. Ankara.
 40. Yuksel, A., Hancer, M. & Adak N. (2002). Manager Candidates in Hospitality and Tourism: Expectations and Industry Performance. Proceedings of Tourism Education Workshop. 533-543. Ankara.

Peer Reviewed Posters

***Indicates Student**

1. Chaulagain, S., & Hancer, M. (2017). The Impact of Customer-to-Customer Interactions on Customers' Satisfaction Level and their Behavioral Intention in a Theme Park Setting. The

- 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2017, Houston, TX.
2. Garcia, N., Joo, A., Hancer, M. & Curtis, C. (2017). Do I trust my Leader? An Investigation of the Influence of Personality in Leader-Follower Relationships. The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2017, Houston, TX.
 3. Kneip, M., Jang, Y., Hancer, M., & Curtis, C. (2017). The Impacts of Leadership Style on Employees' Job Satisfaction, Morale, and Turnover Intentions in the International Cruise Line. The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2017, Houston, TX.
 4. Lee, C., Alsumait, K., Hancer, M., & Leong, J. (2017). The Impact of Servant Leadership, Transformational Leadership, and Leader Member Exchange on Followers' Performance. The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2017, Houston, TX.
 5. Alotaibi, S., Moon, H., Hancer, M. & Leong, J. (2017). The Impact of Female Authentic Leadership on Employees' Organizational Commitment and Job Satisfaction in Hotels: Perceived Social Support as a Moderator. The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2017, Houston, TX.
 6. Moon, G., & Hancer, M. (2016). Airline Self-check-in Kiosks in Building Users' Loyalty Intention via Perceived Airline Image: Moderating Effect of Novelty Seeking. International CHRIE Conference, July 2016, Dallas, Texas.
 7. Zerman, S. & Hancer, M. (2016). How does the Luxury Perception Impact the Loyalty of Customers in Different Restaurant Segments? The 14th APacCHRIE Conference, May 2016, Bangkok, Thailand.
 8. Bae, S.* & Hancer, M. (2016). Trust and Hotel Booking Intention: The Role of Perceived Credibility of Online Reviews. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
 9. Lee, C.* & Hancer, M. (2016). The Relationship between Role Stress and Burnout of Hotel Frontline Employees: An Impact of Mentoring as a Moderator. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
 10. Siamionava, K.* & Hancer, M. (2016). The Relationship between Gasoline Price Fluctuations and Lodging Demand in the Interstate Hotels. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
 11. Zhang, Y.*, & Hancer, M. (2016). Halo/Horns Effects on Hotel Service Quality Measurement: In Empirical Test of Mystery Shopping. The 21st Graduate Education and Graduate Research Conference in Hospitality & Tourism, January, 2016. Philadelphia, PA.
 12. Im, J.Y.*, Kim, H.* & Hancer, M. (2015). The Relationship between Work-Related Stress and Job Satisfaction in the Hotel industry: The Moderating Effects of Self-Monitoring and Service Climate. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.

13. Fangzhou, B.* & Hancer, M. (2015). Work-Family Conflict in Chinese Restaurant Industry: Discovering Social Identity from Familial and Workplace Context. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
14. Kim, H.*, Im, J.Y.* & Hancer, M. (2015). The Relationship between Service Climate, Job Crafting, and Employee Performance in the Hotel Industry. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
15. Lin, T.* & Hancer, M. (2015). An Exploratory Study of Sponsor Perceptions on Green Meetings. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
16. Qui, C.* & Hancer, M. (2015). Employee Psychological Engagement in Hotels: Strategies Used in Orientation Programs. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
17. Zerman, S.* & Hancer, M. (2015). The Impacts of Promotion on Price Sensitive and Price Insensitive Spa Customers' Decision. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
18. Zhang, Y.* & Hancer, M. (2015). Understanding the Adoption of Mobile 3D GIS Service and Tourists' Behavior. The 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2015, Tampa, FL.
19. Shin, Y.H.* & Hancer, M. (2014). U.S Consumers' Intention to Purchase Local Food: The Rational and Symbolic Purchase Behavior. The 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2014, Houston, TX.
20. Kim, H.* & Hancer, M. (2014). Organizational Culture and its Impact on Organizational Commitment and Turnover Intention of New Employees in Korean Hotels. The 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2014, Houston, TX.
21. Shrestha, J.* & Hancer, M. (2014). What Affects Tip Amount? Comparison of Foreign and Domestic Customers in Casual Dining Restaurants of Oklahoma. The 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2014, Houston, TX.
22. Shrestha, J.* & Hancer, M. (2014). What Rewards do Type A want? Effect of Rewards on Employees' Post-Performance. The 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2014, Houston, TX.
23. Ding, L.* & Hancer, M. (2014). The Influence of Recovery Strategy toward the Waiting Time in the Multi-Stage Restaurant. The 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2014, Houston, TX.
24. Ozturk, A., Hancer, M. & Wang, Y.* (2013). Reducing Turnover Intention: A Cross Level Perspective. International CHRIE Conference, July 2013, St. Louis, Missouri.

25. Erkmen, E.* & Hancer, M. (2013). The Effect of Transformational Leadership on Behaviors and Performance of Service Employees. The 18th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2013, Seattle, WA.
26. Shin, Y.H.* & Hancer, M. (2013). A Study of a State-Funded Local Brand for Specialty Food Products- A case of Oklahoma. The 18th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2013, Seattle, WA.
27. Shin, Y.H.*, Jung, S.E.* & Hancer, M. (2013). The Impact of Health and Pro-environmental Behaviors on College Students' Organic Food Purchase Intentions Using Structural Equation Modeling. The 18th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2013, Seattle, WA.
28. Shreshta, J.* & Hancer, M. (2013). Tipping Behavior in Oklahoma Restaurants: Comparison between immigrants and non-immigrants. The 18th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2013, Seattle, WA.
29. Shreshta, J.* & Hancer, M. (2013). The Relationship between Personality Types and Reinforcement & the Effect of Positive Reinforcement on Employees' Post-Performance. The 18th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2013, Seattle, WA.
30. Im, J.Y.* & Hancer, M. (2012). Price Sensitivity-based Market Segmentation and Perceived Fairness in the Hotel industry. International CHRIE Conference, July 2012, Providence, Rhode Island.
31. Im, J.Y.* & Hancer, M. (2012). Tourists' Motivation and Satisfaction in Visiting TV Drama Location: Korean TV Drama and Taiwanese Tourists. The 17th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2012, Auburn, AL.
32. Shin, Y.H.* & Hancer, M. (2012). Understanding U.S. College Students' Purchasing Intention on Local Food Using the Brand Personality Dimensions and an Extended Theory of Planned Behavior. The 17th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2012, Auburn, AL.
33. Erkmen, E.* & Hancer, M. (2011). The Effect of Frequent Flyer Programs on Relationship Quality of Airline Passengers. International CHRIE Conference, July 2011, Denver, Colorado.
34. Nelson, J.* & Hancer, M. (2011). What Up-Scale and Luxury Hotel Executives Expect for Their Brand's Talent Management.: An Insight for Hospitality Education. The 16th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2011, Houston, TX.
35. Paster, D.* & Hancer, M. (2011). Effect of Hospitality / Gaming Education on the Goal Fulfillment of Achieving Traditional "7th Generation Standard" Tribal Stability. The 16th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2011, Houston, TX.
36. Erkmen, E.* & Hancer, M. (2010). The Effect of Hospitality Degree on Motivation and Job Satisfaction in Hotel Industry. International CHRIE Conference, July 2010, San Juan, Puerto Rico.

37. Erkmen, E.* & Hancer, M. (2010). The Effect of Cultural Difference on Perceived Risk and Intention to Use Travel Intermediaries. International CHRIE Conference, July 2010, San Juan, Puerto Rico.
38. Kim, Y.* & Hancer, M. (2010). Cultural Diversity Management and its Effects on Organizational Commitment in Different Restaurant Types. International CHRIE Conference, July 2010, San Juan, Puerto Rico.
39. Shin, Y.*, Leong, J. Hancer, M. & Palakurthi, R. (2009). Understanding Systematic Risk Determinants: A Sector Analysis of the Casino Industry. International CHRIE Conference, July 2009, San Francisco.
40. Ozturk, A.B.* & Hancer, M. (2009). Understanding Job Scope and Turnover Intentions of Hospitality Industry Employees in Turkey. International CHRIE Conference, July 2009, San Francisco.
41. Kim, Y.* & Hancer, M. (2009). The Effect of Knowledge Management Resources on Individual Learning in the Restaurant Industry. The 14th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2009, Las Vegas, NV.
42. Lee, D.H.* & Hancer, M. (2009). An Online Survey Approach to Investigate the Relationship between Brand Equity and Brand Performance in Chain Restaurants. The 14th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2009, Las Vegas, NV.
43. Kim, S.H.*, Hancer, M., & Kim, W. (2008). Evaluating Beta Values of Capital Assets Pricing Model in the Hotel and Restaurant Industry. The 13th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. January 2008, Orlando, FL.
44. Ozturk, A.B.* & Hancer, M. (2007). The Relationship between Conflict Management and Entrepreneurship: A Case of Didim, Turkey. The CHRIE International Conference, July, 2007, Dallas, TX.
45. Kim, S.H.*, Hancer, M. & Ayoun, B. (2007). Online Reverse Auctions as an Innovative Procurement Method in Hotels. The CHRIE International Conference, July, 2007, Dallas, TX.
46. Hancer, M. (2002). Empowerment: Meaning, Theory & Practice. Tourism Seminars. Adnan Menderes University.
47. Hancer, M. (2001). Empowerment and Job Satisfaction for Restaurant Employees, Hospitality Management Research, The Ohio State University.
48. Hancer, M. (2001). Using Food & Beverage Equipment in Restaurants. Hospitality Management Research, The Ohio State University.

Books

1. Rizaoglu, B. & Hancer, M. (2013). Menu and Management. 2nd Edition. Ankara: Detay Publishing, 312p. (in Turkish).

2. Rizaoglu, B. & Hancer, M. (2005). Menu and Management. Ankara: Detay Publishing, 278p. (in Turkish).
3. Hancer, M. (2004). Increasing Staff Productivity in Organizations. Ankara: Detay Publishing, 164p. (in Turkish).
4. Yuksel, A. & Hancer, M. (Eds.) (2004). Tourism: Management and Principles. Ankara: Turhan Publishing, 341p. (in Turkish).

Book Chapters

1. Yuksel, A., Hancer, M. & Yuksel, F. (2006). Building a Long-Term Shared Perspective for Destinations in Stagnation: The Visioning Experience of Kusadasi. (in Ed.). Liu, T.L. Tourism Management: New Research, New York: Nova Science Publishers.
2. Yuksel, A., Hancer, M. & Keskin Kilinc, U. (2006). Empowerment Levels and Complaining Behaviors: A Case of Hotel Customers' Intentions. (in Ed.) Dixit, S.K. Promises and Perils in Hospitality and Tourism Management. New Delhi: Aman Publications, 438p.
3. Hancer, M. (2004). Case Study Method and Hospitality Education, (in eds.) Yuksel, A & Hancer, M. Tourism: Management and Principles. Ankara: Turhan Publishing, 341p. (in Turkish).

GRANTS

Grants/ Fellowships Funded

1. Brown, B., Hancer, M., & Leong, J. (February 2015). Food Safety Practices in Oklahoma Households: Knowledge, Attitudes, and Behaviors to Reduce Foodborne Illnesses. Donna Cadwalader Research and Development Grant. College of Human Sciences, Oklahoma State University. \$2,500.
2. Hancer, M. & Hoart, H. (October 2014). Using Google Glass in Foodservice Instruction. Proposal for Technology Seed Money. College of Human Sciences, Oklahoma State University. \$3,000.
3. Ozdogan, O. & Hancer, M. (May 2013). International Summer School for Sustainable Tourism. Erasmus Intensive Program Project, \$39,815.
4. Ozdogan, O., & Hancer, M. (March 2011- April 2012). Enjoy Your Safe Meal- Food Safety for Tourism Development, Erasmus Intensive Program Project, \$93,776.
5. Ryan, B., Hancer, M., Leong, J., & Hoart, H. (August 2007- July 2008). Economic and Social Value of Oklahoma State Park System on Local Communities and the State of Oklahoma, \$37,406. Oklahoma Tourism and Recreation Department.
6. Leong, J., Hancer, M., Njite, D., & Brown, B. (January 2008-July 2010). Food Safety Preparedness Plan to Protect the Foodservice Operation's Food Supply. Agricultural Experiment Station Project. \$42,696, Oklahoma Agricultural Experiment Station, USDA.
7. Hancer, M. (2007). Development of Hospitality Information Technology Online Course. Oklahoma State University. \$4,000.

8. Hancer, M. (May, 2005). Examining Psychological Empowerment in Turkish Restaurants. School of Tourism and Hotel Management, Adnan Menderes University, Turkey. \$2,500.
9. Hancer, M. (January, 2004). Job Satisfaction of Restaurant Workers in Restaurants. School of Tourism and Hotel Management, Adnan Menderes University, Turkey. \$1,750.
10. Hancer, M. (May 2004- August 2004). Visiting Scholar Grant, Adnan Menderes University. \$2,200.
11. Hancer, M. (2001). College of Human Ecology Scholarship, The Ohio State University \$12,000.
12. Hancer, M. (2000). Gladys Branegan Fellowship, College of Human Ecology, The Ohio State University, \$5,000.
13. Hancer, M. (1999). Virginia M. Vivian Research Fellowship, College of Human Ecology, The Ohio State University, \$1,000.
14. Hancer, M. (September 1997- May 2001). Turkish Higher Educational Council Grant. Republic of Turkey. \$65,000.
15. Hancer, M. (May 1994- July 1997). Turkish Higher Educational Council Grant. Republic of Turkey. \$45,000.

Not Funded

1. Ozdogan, O., Hancer, M., Ivanova, P., Guillen, E, & Drozdowska, M. (2016). eTMaster: E-Learning Development for Master of Tourism. KA2- Cooperation and Innovation for Good Practices, Erasmus+ Project. \$159,340.
2. Ozdogan, O., Hancer, M., Saari, S, Ivanova, P., Guillen, E, & Drozdowska, M. (2015). eTMaster: E-Learning Development for Master of Tourism. KA2- Cooperation and Innovation for Good Practices, Erasmus+ Project. \$186,238.
3. Ozdogan, O., Hancer, M., Saari, S, Ivanova, P., Guillen, E, & Drozdowska, M. (2014). eTMaster: E-Learning Development for Master of Tourism. KA2- Cooperation and Innovation for Good Practices, Erasmus+ Project. \$215,165.
4. Leong, J., Hancer, M. & Willoughby, C. (2014). The Entrepreneurial, Leadership, and Personality Traits of Rural Agricultural Farm Owners of Family Owned Business. OAES- Oklahoma Agricultural Experiment Station Project. \$7,300.
5. Leong, J., Brown, B. Hancer, M. & Chung, Y. (2014). Supply Chain Management Strategies to Protect the Food Supply and Reduce Foodborne Hazards in the Home and in the Foodservice industry: A Curriculum Development Approach for Four-Year Hospitality Education Programs. Agriculture and Food Research Initiative (AFRI) Competitive Grants Program.
6. Hancer, M., Leong, J., Brown, B. & Willoughby, C. (2013). Examining Household and Individual Level Food Insecurity in Oklahoma: Perspectives from Rural and Urban Areas. OAES- Oklahoma Agricultural Experiment Station Project. \$10,000.

7. Leong, J., Brown, B., Willoughby, C. & Hancer, M. (2013). Food Safety Practices in Oklahoma Households: Knowledge, Attitudes, and Behaviors to Reduce Foodborne Illnesses. OAES- Oklahoma Agricultural Experiment Station Project. \$9,514.
8. Leong, J., Hancer, M. & Hebert, P. (2012-2013). Food Safety Prevention of Foodborne Illness in Oklahoma Households. OAES- Oklahoma Agricultural Experiment Station Project. \$14,436.
9. Leong, J., Hancer, M. Njite, D., Black, M., Muske, G. & Brown, B. (2010). Manufacturers, Distributors, and Retail Foodservice Operator's Perspectives of Food Safety in the Supply Chain: Implication for Sourcing Quality Food Products for Consumers. Pre-Proposal for the Oklahoma Agricultural Experiment Station Projects. \$30,000.
10. Leong, J., Hancer, M. Njite, D. Black, M. Muske, G. & Brown, B. (2008). Food Safety and Food Protection Challenges and Its Impacts on a Foodservice Employee Sanitation Training Program and Performance. \$3,370.
11. Leong, J., Dunn, G. Ryan, B. & Hancer, M. (2006). The Impact of Agribusiness on Rural Economic Development: Made in Oklahoma (MIO) Product Adoption by the Grocery and Foodservice Industry, Oklahoma Agriculture Experiment Station (OAES). \$18,368.
12. Hancer, M. (2008). Web Based Experiment and Scheduling Software Project. College of Human Environmental Sciences, Oklahoma State University. \$1,200.

Other Funding/Grants

1. Hancer, M. (2009). Chef Tec Restaurant and Foodservice Software Project. College of Human Environmental Sciences, Oklahoma State University. \$15,954.
2. Hancer, M. (2008). Micros Property Management Software Donation. Software Licenses for HES 202 Computer Lab, Micros Corporation. \$45,000.
3. Hancer, M. (2007). SalesGenie.com subscription grant. \$1,800.

SERVICE & OUTREACH

University of Central Florida

College

Chair- Doctoral Recruitment Committee, Rosen College of Hospitality Management, 2017

Member- P&T Review Committee, Rosen College of Hospitality Management, 2017

Member- Faculty Research Committee, Rosen College of Hospitality Management, 2017

Member- Rosen College Faculty Research Incentive Awards Selection Committee, 2017

Member- Rosen College International Relations Committee, 2017

Department

Member- Faculty Cumulative Performance Evaluation Committee, Department of Hospitality Services, Rosen College of Hospitality Management, 2017

Member- P&T Committee, Rosen College of Hospitality Management, 2017

Oklahoma State University

University

Member- Institute of Teaching and Learning Excellence (ITLE) Grant Advisory Committee, Oklahoma State University, 2007-2013

College

Member- College of Human Sciences RPT Committee, Oklahoma State University, 2014-present

Member- Graduate Council, College of Human Sciences, Oklahoma State University, 2010-present

Member- College of Human Environmental Sciences Student Recognition Committee, Oklahoma State University, 2007-2010

Member- College of Human Environmental Sciences, Strategic Planning Development Committee, Route #6, Enhance technology in HES, 2008

School

Chair- Five-year Academic Program Review for the Master of Science Program, School of Hotel and Restaurant Administration. Oklahoma State University, 2011

Chair- School of Hotel and Restaurant Administration Student Recognition Committee, Oklahoma State University, 2007-2010

Member- Faculty Search Committee, School of Hotel and Restaurant Administration, Oklahoma State University, 2006-present

Member- Food and Beverage Curriculum Committee, School of Hotel and Restaurant Administration, Oklahoma State University, 2007

Assisted Distinguished Chef Event, 2006-present

Adnan Menderes University

Chair- Internship and Career Planning Committee, Adnan Menderes University, Turkey, 2001-2005

Chair- Food and Beverage Curriculum Development Committee, Adnan Menderes University, Turkey, 2002-2005

Member- Adnan Menderes University Foundation, Turkey. 2003-2006

Member- Library Council, Adnan Menderes University, Turkey, 2002-2004

Member- Planning Committee for Kusadasi Vision 2023, Adnan Menderes University, Turkey, 2004

Member- Strategic Planning and Assessment Committee, Adnan Menderes University, Turkey, 2005

Member- School of Tourism and Hotel Management advisory board, Adnan Menderes University, Turkey 2002-2006

Other Service

Homecoming Royalty Grader, Oklahoma State University, 2008

Member, The Ohio State University Alumni Association, 2001- Present

Member, Graduate Student Liaison Committee, The Ohio State University, 1999-2001

Treasurer, Graduate Student Association, The Ohio State University, 1999-2000

Vice President, Turkish Student Association, The Ohio State University, 1998-1999

Member, Turkish Student Association, The Ohio State University, 1997-2001

Executive Committee Member, Turkish Student Association, University of New Haven, 1996

Membership to Professional Organizations

Member- International Council on Hotel, Restaurant and Institutional Education (I-CHRIE)

Member- Hospitality Financial and Technology Professionals (HFTP)

Member- Hospitality Information Technology Association (HITA)

Journal Editor/Member of Editorial Board/ Paper Reviews

Coordinating Editor, International Journal of Hospitality Management, 2014-present

Associate Editor, Journal of Travel and Tourism Research, 2002-2012

Editorial Board Member- Tourism Analysis, 2014-present

Editorial Board Member- Tourism Academic Journal, 2014-present

Editorial Board Member- International Journal of Contemporary Hospitality Management, 2012-present

Editorial Board Member- Journal of Hospitality and Tourism Research, October 2012- present

Editorial Board Member- Journal of Hospitality and Tourism Technology, 2009- present

Editorial Board Member- Journal of Tourism and Hotel Management (Seyahat ve Otel Isletmeciligi Dergisi), 2004-present

Reviewer- Tourism Analysis, 2010-present

Reviewer- Journal of Hospitality and Tourism Research, 2008- present

Reviewer- International Journal of Hospitality Management, 2004-present

Reviewer- International Journal of Contemporary Hospitality Management, 2007-present

Reviewer- Journal of Hospitality Marketing and Management, 2007-present

Reviewer- Journal of Quality Assurance in Hospitality and Tourism, 2007-present

Reviewer- Anatolia: An International Journal of Tourism and Hospitality Research. 2006-present

PROFESSIONAL DEVELOPMENT

ICHRIE Leadership Academy, (2015). ICHRIE Annual Conference, Orlando, FL.

Assessing and Evaluating Student Performance and Success, (2015). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Basics of SMART Technologies, (2015). Institute of Teaching and Learning (ITLE), Oklahoma State University.

OSU Faculty Reads, (2015). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Strategies for Engaging Students in Class Discussions, (2014). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Bringing Life to Lectures - Teaching Experientially in College Setting, (2014). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Strategies for Curriculum Mapping (2013). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Student Engagement, Student Success: Active Learning Strategies that Engage Students in the Classroom (2013). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Changing the Focus from Teaching to Learning (2013). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Best Practices in Program Outcomes Assessment. (2012). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Results from the 2012 National Survey of Student Engagement. (2012). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Accreditation and Assessment: Implications of the Higher Learning Commission's New Criteria for the Institution. (2012). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Developing a Program Level Commitment to Assessment: Engaging Faculty Members in Program Assessment. (2012). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Analyzing Outcomes Assessment Data: Strategies for Beginners & Experts (2012). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Teaching for Successful Intelligence (2011). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Teaching Creatively for Creativity (2011). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Research Consortium (2010). International CHRIE Conference, July 2010, San Juan, Puerto Rico.

Creating a Safe Space when Moderating Classroom Discussion of Controversial Topics (2009). Institute of Teaching and Learning (ITLE), Oklahoma State University.

EHC Safety Training- Hazard Communications, (2008). Environmental Health and Safety Department. Oklahoma State University.

Online Course Design and Syllabus Online Workshop, (2008). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Building an Online Classroom Online Workshop, (2008). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Online Course Activities and Assessment Online Workshop, (2008). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Online Instructional Content and Multimedia Online Workshop, (2008). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Copyright and Fair Use Online Workshop, (2008). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Best Practices and Online Classroom Management, (2008). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Grant Writing Workshop, (2008). Oklahoma State University.

Tips and Tricks for Teaching with Technology to Improve Student Learning Workshop, (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Team-based Learning Workshop, (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Diversity in the Classroom Workshop, (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Intellectual Property -Protecting Myself and OSU Workshop, (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Advising as a Form of Instruction Workshop. (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Distributed Learning (PANEL), (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Mentoring and How to be Mentored Workshop, (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Demonstrating Scholarship in Teaching, (2007). Institute of Teaching and Learning (ITLE), Oklahoma State University.

What is known about how students learn Workshop, (2006). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Faculty who have succeeded at various places on the continuum (PANEL, 2006). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Instructional Design Workshop, (2006). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Classroom Assessment Strategies Workshop, (2006). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Managing My Course Workshop, (2006). Institute of Teaching and Learning (ITLE), Oklahoma State University.

Documenting My Accomplishments Workshop, (2006). Institute of Teaching and Learning (ITLE), Oklahoma State University.