

DIPENDRA SINGH
Rosen College of Hospitality Management
University of Central Florida
Orlando, FL - 32819
Dipendra.Singh@ucf.edu

EDUCATION

Ph.D. in Hospitality Administration University of Nevada, Las Vegas Advisor: Dr. Carola Raab & Dr. Karl Meyer Title: <i>Credit Fluctuations and Lodging Firms: An Investigation of the Differing Capital Structures In the US Lodging Industry</i>	2011
MS in Hospitality Administration University of Nevada, Las Vegas Advisor: Dr. Andrew Hale Feinstein Title: <i>Internet Utilization as a Medium for Training Employees in Multi-Unit Restaurants</i>	2006
Bachelor of Business Administration Annamalai University, Chidambaram, India	1998
3 Yr. Diploma in Hotel Management Catering Technology and Applied Nutrition National Council for Hotel Management and Catering Technology New Delhi – India	1995

RESEARCH INTERESTS

Finance and Strategic Management: *Corporate Financial Management, Capital Structure, Financial Performance Measures, Risk Assessment, Corporate Social Responsibility.*

Information Technology: *Impact of technology on human & financial performance of lodging firms, Learning Management Systems, E-Learning.*

Lodging & Restaurant Service Management: *Service Quality Management, Service Processes*

AWARDS & GRANTS

Rosen College Research Grant - \$2500 <i>Rosen College of Hospitality Management</i>	2016
UCF Research Incentive Award (RIA Award) <i>University of Central Florida</i>	2015

In-House Research Grant - \$7500 (Not Funded) <i>University of Central Florida</i>	2015
Rosen College Research Grant - \$2500 <i>Rosen College of Hospitality Management</i>	2014
CFHLA General Foundation Contribution Grant- (Not Funded) <i>Central Florida Hospitality and Lodging Association - Orlando</i>	2014
CFHLA Hospitality Education Grant - (Not Funded) <i>Central Florida Hospitality and Lodging Association - Orlando</i>	2014
Best Paper Award by <i>Journal of Hospitality Financial Management</i> Title: <i>Financial Performance and Internationalization in the US Restaurant Industry: A Simultaneous Perspective and Analysis</i>	2013
Rosen College Research Grant - \$2500 <i>Rosen College of Hospitality Management</i>	2013
In-House Research Grant - \$7500 (Not Funded) <i>University of Central Florida</i>	2013
Rosen College Research Grant - \$2500 <i>Rosen College of Hospitality Management</i>	2011
Graduate Assistantship <i>University of Nevada, Las Vegas</i>	2007 – 2011
Graduate and Professional Students Association Travel Grant - \$2000 <i>University of Nevada, Las Vegas</i>	2008
Departmental Graduate Student Research Development Fund Grant - \$1600 <i>University of Nevada, Las Vegas</i>	2008-2010
Graduate Assistantship <i>University of Nevada, Las Vegas</i>	2004-2006

SCHOLARLY WORK

Refereed Journal Publications

(*Graduate Students Mentored in Research and Scholarship)
(SSCI Journal: Social Sciences Citation Index Journal)

1. Hua, N., O'Neill, M., Nusair, K., Singh, D., & DeFranco, A. (Accepted). Does Paying Higher Franchise Fees Command Higher RevPAR? *International Journal of Contemporary Hospitality Management*. (**Rosen College Indicative List Journal**)
2. Ozturk, A., Nusair, K., Okumus, F., & Singh, D. (Accepted) Understanding Mobile Hotel Booking Loyalty: An Integration of Privacy Calculus Theory and Trust-Risk Framework. *Information System Frontiers*.
3. Annaraud, K., & Singh, D. (2017). Perceptions of Hospitality Faculty and Students on Massive Open Online Courses. *Journal of Hospitality and Tourism Education*. 29(2), 82-90.
4. Abdullah, M.*, Singh, D., & Ozturk, A. (2016). HotelTonight Usage And Hotel Profitability. *Journal of Hospitality and Tourism Technology*, Vol. 7 (3).
5. Barreda, A., Murphy, K., Gregory, A., & Singh, D. (2016). Evaluating the value proposition of developing a vacation ownership resort: the case of Florida and Hawaii. *Tourism Review*.71(3), 165-179.
6. Singh, D., Torres, E., & Robertson-Ring, A. (2016). Playing for First Place: An Analysis of Online Reviews and Their Impact on Local Market Rankings. *Advances in Hospitality and Tourism Research*, 4(1), 32-51.
7. Makki, A., Ozturk, A., & Singh, D. (2016). Role of Risk, Self-Efficacy and Innovativeness on Behavioral Intentions for Mobile Payment Systems in the Restaurant Industry. *Journal of Foodservice Business Research*. 19(5), 454-473. (**Rosen College Indicative List Journal**)
8. Singh, D. (2016). Credit Availability and Capital Structures: Does Size Matter? An Analysis of the U.S. Lodging Industry. *Journal of Hospitality Financial Management*. 24(1), 33-46
9. Barreda, A.*, Kageyama, Y.*, Singh, D., & Zubieta, S. (2016). An investigation into the efficacy of MDA and Logit models for predicting bankruptcy. Submitted to *Journal of Quality Assurance in Hospitality & Tourism*. 18(1), 86-106.
10. Torres, E., & Singh, D. (2016). Towards a model of electronic word-of-mouth and its impact on the hotel industry. *International Journal of Hospitality and Tourism Administration*. 17(4), 472-489. (**Rosen College Indicative List Journal**)

11. Torres, E., Singh, D. & Robertson-Ring, A. (2015). Consumer reviews and the creation of booking transaction value: Lessons from the hotel industry. *International Journal of Hospitality Management*, 50, 77-83. **(SSCI Journal) & (Rosen College Indicative List Journal)**
12. Jackson, L., Singh, D., & Parsa, H.G. (2015). Tourism firms' environmental rankings and financial performance: A multidimensional scaling approach. *Journal of Sustainable Tourism*, 23(10), 1426 – 1444. **(SSCI Journal) & (Rosen College Indicative List Journal)**
13. Jackson, L., & Singh, D. (2015). Environmental rankings and financial performance: An analysis of firms in the US food and beverage supply chain. *Tourism Management Perspectives*, 14, 25- 33.
14. Singh, D., & Jackson, L. (2015). Towards mapping environmental performance and financial performance. *Delhi Business Review*, 16 (1).
15. Borghesi, R., Annaraud, K., & Singh, D. (2015). Are Hospitality Industry IPO Stock Returns Predictable? *International Journal of Hospitality Management*, 44, 23-27. **(SSCI Journal) & (Rosen College Indicative List Journal)**
16. Singh, D., & Katerina, A. (2014). Impact of Credit Fluctuations on Risk and Liquidity: An Analysis of Private U.S. Lodging Firms. *Journal of Tourism Research & Hospitality*, 4(1).
17. Chen, P., Singh, D., & Ozturk, A. (2014). Can Fundraising be Fun? An Event Management Study of Unique Experiences, Performance and Quality. *Tourism Review*, 69(4), 310-328.
18. Davis, M.*, Parsa, H.G., Bujisic, M.*, & Singh, D. (2014). FDA Ruling And Nutritionally Focused Menus: Alternative Strategies To Comply With The U.S. Federal Guidelines. *Journal of Food Service and Business Research*, 17(4), 283-300. **(Rosen College Indicative List Journal)**
19. Singh, D., Raab, C., Mayer, K., & Singh, A. (2014). Credit Fluctuations and Lodging Firms: An Investigation of the Differing Capital Structures in the U.S. Lodging Industry. *International Journal of Hospitality and Tourism Administration*, 15(4), 333-353. **(Rosen College Indicative List Journal)**
20. Katerina, A. & Singh, D. (2014). Assessing and Analyzing Internal Control Practices in the Lodging Industry. *Journal of Hospitality Financial Management*, 22(1), 26-31.
21. Hong, C.*, Singh, D., & Hua, N. (2013) Financial Performance and Internationalization in the US Restaurant Industry: A Simultaneous Perspective and Analysis. *Journal of Hospitality Financial Management*. 21(2), 95-114. Won **Best Paper Award** by Journal of Hospitality Financial Management.
22. Raab, C., Zemke, D., Hertzman, J., Singh, D. (2013). Restaurant Customers' Perceptions of Noise and Their Satisfaction and Loyalty Behaviors. *International Journal of Hospitality & Tourism Administration*, 14(4), 398-414. **(Rosen College Indicative List Journal)**

23. Zemke, D., Hertzman, J., Raab, C., Singh, D. (2011). A Little More Noise and a Little Less Conversation? Ambient Noise in Restaurants. *Journal of Foodservice Business Research*, 14 (3), 256-271. **(Rosen College Indicative List Journal)**
24. Singh, D., Feinstein, A., Kim, Y.S. (2011). Internet Utilization As A Medium For Training Employees In Multi-Unit Restaurants. *Journal of Foodservice Business Research*, 14 (2), 122-145. **(Rosen College Indicative List Journal)**

Manuscripts Under Review Or In Progress

(*Graduate Students Mentored in Research and Scholarship)

Singh, D., & Barreda, A.* A Financial Management Framework: Explaining the Financial Performance and Financial Behavior of Generation Y Workers. Submitted to *Journal of Human Resources in Hospitality & Tourism*

Lefrid, M.*, & Singh, D. Dining at Gas Stations: Why Customers are Suddenly Choosing to Dine at Convenience Stores instead of Quick Service Restaurants? *In Progress*

Plumer, J.*, & Singh, D. The Impact of Corporate Response on Brand Image following Product-Harm Crises: A case of Chipotle Mexican Grill. *In Progress*

Singh, D., & Ozturk, A. Antecedents and consequences of consumers perceived authenticity of user generated content for restaurant products. *In progress*

Singh, D., & Ozturk, A. Assessing the impact of perceived authenticity of user generated content on decision to buy restaurant products. *In progress*

Chen, P., Singh, D., & Weinland, T. An assessment of timeshare exchange owners' perceptions of resort quality in a recessionary economy. *In progress*

Singh, D., Chen, P., & Weinland, T. Exploring the impact of resort quality, unit quality and hospitality on renters overall vacation experience. *In Progress*

Ozturk B. A., & Singh, D. Consumer acceptance of mobile technologies in the hospitality industry. *In Progress*

Refereed Conference Presentations & Proceedings

(*Graduate Students Mentored in Research and Scholarship)

1. Singh, D., & Lefrid, M.* (2016). Dining at Gas Stations: Why Customers are Suddenly Choosing to Dine at Convenience Stores instead of Quick Service Restaurants? *Presented at the 4th International Conference On Hospitality And Tourism Management, Bangkok, Thailand*. Won **Best Paper Award** from ICOHT.

2. Singh, D. (2015). Assessing the Impact of Business Cycles on the Operating Efficiency of Lodging Firms. *Presented at the 3rd World Research Summit2015, Orlando, FL.*
3. Makki, A.*, Singh, D., & Ozturk, A. (2015). The Impact of Last-Minute Mobile App Hotel Bookings on Demand Uncertainty. *Presented at the 20th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Tampa, Florida.*
4. Singh, D., & Jackson, L. (2015). Visualizing environmental performance and financial performance: an analysis of firms in the US food and beverage supply chain. *Presented at the 16th Annual International Conference 2015, New Delhi, India.*
5. Singh, D., & Torres, E. (2015). Hotel online reviews and their impact on booking transaction value. *Presented at the 16th Annual International Conference 2015, New Delhi, India.*
6. Singh, D., & Torres, E. (2014). Assessing the impact of online reviews and ratings on local market rankings of the lodging firms. *Presented at the 2015 Annual iHITA Research Conference, Los Angeles, CA.*
7. Singh, D., & Mejia, C. (2014). Acceptance of Green Technology Systems Among Hotel Facilities Operators: An Extension of UTAUT. *Presented at the 2015 Annual iHITA Research Conference, Los Angeles, CA.*
8. Jackson, L., Singh, D., & Parsa, H. (2014). Sustainability Initiatives and Financial Performance: A multidimensional scaling approach. *Presented at the 2014 Annual I-CHRIE Conference, San Diego, CA.*
9. Torres, E., & Singh, D., (2014). Assessing the impact of lodging properties online feedback on their financial performance. *Presented at the 2014 Annual I-CHRIE Conference, San Diego, CA.*
10. Singh, D., & Barreda, A.* (2013). A Financial Self-Efficacy Framework: Measuring Behavioral Aspects Of Personal Financial Management Among Generation Y' Workers In The Hospitality Industry. *Presented at the 2nd World Research Summit2013, Orlando, FL*
11. Singh, D., & Katerina, A. (2013). Return on Equity and Credit Fluctuations: An Analysis of Private U.S. Lodging Firms. *Presented at the 2nd World Research Summit2013, Orlando, FL.*
12. Singh, D., & Ozturk, A. (2013). Perceived Authenticity of User Generated Reviews in Context of Restaurant Industry. *Presented at the 2013 IHITA Annual Conference, Minneapolis, MN.*
13. Singh, D., & Ozturk, A. (2013). Perceived Authenticity of User Generated Reviews in Context of Restaurant Industry. *Presented at the 2013 IHITA Annual Conference, Minneapolis, MN.*

14. Lefrid, M., Chen, P., & Singh, D. (2013). Employee Turnover: Generation Y restaurant employees leaving jobs within probationary period. *Presented at the 2013 I-CHRIE Annual Conference & Exposition, St. Louis, MO.*
15. Chen, P., Singh, D., & Weinland, J. (2013). Exploring the Impact of Resort Quality, Unit Quality and Hospitality on Renter Satisfaction. *Presented at the 2013 I-CHRIE Annual Conference & Exposition, St. Louis, MO.*
16. Chen, P., Singh, D., & Weinland, J. (2012). An Assessment of Timeshare Exchange Owners' Perceptions of Resort Quality in a Recessionary Economy. *Presented at the 2012 I-CHRIE Annual Conference & Exposition, Providence, RI.*
17. Singh, D., & Parsa, H.G. (2012). Degree of Sustainability Initiatives and Financial Performance of Hospitality Firms. *Presented at the 2012 I-CHRIE Annual Conference & Exposition, Providence, RI.*
18. Tesone, D., Singh, D., & Ricci, P. (2012). Hospitality Leadership Programs: The Third Generation of College Learning Competencies? *Presented at 2012 Southeast CHRIE meeting, Pigeon Forge, TN.*
19. Singh, D., Raab, C., Mayer, K., & Singh, A.K. (2012). Credit Fluctuations & Lodging Firms: A case for assessing Capital Structure of Lodging Firms during Credit Fluctuations. *Presented at I-CHRIE Florida/ Caribbean Chapter Spring 2012 Conference, Orlando, FL.*
20. Singh, D., Raab, C., Mayer, K., & Singh, A.K. (2012). An Analysis of the Impact of Credit Fluctuations and Firms Size on the Capital Structure of Lodging Firms. *Presented at I-CHRIE Florida/ Caribbean Chapter Spring 2012 Conference, Orlando, FL.*
21. Chen, P., Singh, D., Weinland, J.T., & Gregory, A. (2012). An Assessment of Owners, Exchangers and Renters' Perceptions of Timeshare Resort Vacation Satisfaction. *Presented at I-CHRIE Florida/ Caribbean Chapter Spring 2012 Conference, Orlando, FL.*
22. Ahlgren, M., Singh, D., & Singh, A. K. (2011). Cross-State Substitution: Estimating the Effect of the 2003 Illinois Gaming Tax Restructuring on Indiana Riverboat Gaming Volume in the Chicagoland Region. *Presented at the 16th Annual Graduate Student Conference in Hospitality and Tourism, Houston, TX.*
23. Singh, D., & Kim, Y. (2011). See It Through My Eyes: Restaurant Attribute Evaluation Based On Patron Emotions. *Presented at the 16th Annual Graduate Student Conference in Hospitality and Tourism, Houston, TX.*
24. Hertzman, J., Raab, C., Berezan, O., & Singh, D. (2010). Evaluating Restaurant Guests' Perceptions Of Ambient Noise Levels And Its Effect On Guest Satisfaction. *Presented at the 2010 I-CHRIE Annual Conference & Exposition, San Juan, Puerto Rico.*

25. Ahlgren, M., Singh, D., & Singh, A. K. (2010). Estimating the Effect of the Illinois Gaming Tax Restructuring on Gaming Demand in Neighboring States. *Presented at the 15th Annual Graduate Student Conference in Hospitality and Tourism, Washington, D.C.*
26. Singh, D., Hertzman, J., Raab, C., & Zemke, D. (2010). Will They Be Back? The Impact Of Ambient Noise Levels In Restaurants On Customers Intent To Return. *Presented at the 15th Annual Graduate Student Conference in Hospitality and Tourism, Washington, D.C.*
27. Singh, D., Feinstein, A., & Kim, Y. (2009). Internet Utilization as a Medium for Training Employees in Multi-Unit Restaurants. *Presented at The 14th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Harrah Hotel College, University of Nevada, Las Vegas, NV, January 2009.*
28. Singh, D., Erdem, M., (2009). Underlying Dimensions of E-Learning Attrition in Line-level Hotel Employees. *Presented at the 38th Annual meeting of Western Decision Sciences Institute, Kauai, Hawaii, April 2009.*
29. Singh, D., Erdem, M., (2009). E-Learning Attrition: Hotel Trainers' Nightmare and the Much Needed Ammo for Controllers. *Presented at the 14th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Harrah Hotel College, University of Nevada, Las Vegas, NV, January 2009.*
30. Singh, D., & Erdem, M. (2008). Learning Management Systems: A Case Study of Las Vegas Casino Resort Hotels. *Presented at the 13th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL, January, 2008.*

INVITED PRESENTATIONS

Assessing the Impact of Business Cycles on the Operating Efficiency of Management in Hospitality and Service Industry Firms. *Presented at Rosen College of Hospitality Management Research Colloquium* 2016

Impact of Credit Fluctuations on the Capital Structure of Lodging Firms In U.S. *Presented at Rosen College of Hospitality Management Research Colloquium* 2011

ENCYCLOPEDIA ENTRIES

Singh, D. (In Print). India – An overview of tourism policies and development, trends, top 10 destinations countrywide; top 3 World Heritage Sites. *The SAGE International Encyclopedia of Travel and Tourism*

TEACHING EXPERIENCE

Graduate Level Courses

Data Analysis in Hospitality & Tourism Research – *Face to Face Mode*

Undergraduate Level Courses

Hospitality Industry Finance – *Face to Face Mode, Mixed Mode*

Hospitality Industry Managerial Accounting – *Face to Face Mode, Mixed Mode*

Hospitality Industry Financial Accounting – *Face to Face Mode, Mixed Mode*

Management of Hospitality Service Delivery Systems – *Face to Face Mode*

Lodging Operations and Strategic Management – *Face to Face Mode*

TEACHING RELATED & DEVELOPMENTAL ACTIVITIES

Mejia, C., Kaufman, T., Singh, D., & Severt, D. (2015). Peer Evaluation of Teaching at Rosen College. *Presented at 2015 Summer Faculty Development Conference, University of Central Florida, Orlando, FL.*

Singh, D., & Mejia, C., (2014). Developing Hospitality Financial Management students' information, technical, and process literacies, by enhancing their ability to apply digital tools and technology, and information resources for the purpose of assessing the systematic risk of a hospitality firm. *Presented at 2014 Summer Faculty Development Conference, University of Central Florida, Orlando, FL.*

Chen, P., Lavendol, V., & Singh, D., (2013). Effective Online Learning Mechanisms. *Presented at 2013 Summer Faculty Development Conference, University of Central Florida, Orlando, FL.*

Singh, D., Gregory, A., & Chen, P. (2012). Developing Managerial Accounting Student's Research and IF Skills Related to the Hospitality Industry. *Presented at 2012 Summer Faculty Development Conference, University of Central Florida, Orlando, FL.*

Successfully completed IDL 6543 faculty development course to design, develop and teach mixed mode and online courses at University of Central Florida

Online course content manager and assistant course grader, Organizational Behavior Applied to the Service Industries
Spring & Fall, 2005

Online course content manager and assistant course grader, Human Resources Management in the Hospitality Industry
Spring & Fall, 2005

Graduate Assistant for student advising, Hospitality Internships, and to the Chair of F&B
Department at UNLV 2004 – 2006

SERVICES TO THE ACADEMIA

University of Central Florida Committees and Services

Serving on the Strategic Planning Council 2013 - Present

Rosen College of Hospitality Management Committees and Services

Chair of Continuing Education Committee – *In Leadership Role*

Serving on Doctoral Review Committee

Served on Ph.D. Admissions Committee

Serving on Graduate Policy & Curriculum Committee

Served On Department Chair Search Committee

Served on Faculty Search Committees

Served as a judge for ‘Food Techniques’ classes

Student Thesis Committees

Serving on Ph.D. dissertation committee of Giulio Ronzoni Currently

Serving on Ph.D. dissertation committee of Mohammed Lefrid Currently

Served as a committee member on Master’s Thesis committee of ‘Meschelle Davis’ 2012

Editorial Review Boards

International Journal of Hospitality & Tourism Administration

International Journal of Leisure and Tourism Marketing

Journal of Hospitality and Tourism Technology

Ad Hoc Reviewer Services

International Journal of Hospitality Management

Journal of Tourism Research & Hospitality

Journal of Hospitality Financial Management

Asia Pacific Journal of Tourism Research

Tourism Review

Tourism and Hospitality Research

Conferences and Research Summit Services

Member scientific committee for 3rd World Research Summit at Orlando	2015
Member scientific committee for 2nd World Research Summit at Orlando	2013
Session Chair for 2nd World Research Summit at Orlando	2013
Reviewer for Graduate Student Research conferences	2009 - Present
Reviewer for ICHRIE research conferences	2010 - Present
Reviewer for IHITA research conferences	2010 - Present
Reviewer for Asia Pacific CHRIE Conference-Refereed Track	2009

INDUSTRY AND COMMUNITY OUTREACH

Central Florida Hotel and Lodging Association – Orlando

Prepared a prevalent wage comparison report for major hotels in Orlando

Bacchus Bash Festival 2013 – Provided services and support; and prepared a report

Bacchus Bash Festival 2012 – Provided services and support; and prepared a report

HONORS/ SOCIETIES/ PROFESSIONAL ASSOCIATIONS

Certified Hospitality Educator (CHE)

Member International Council on Hotel, Restaurant, and Institutional Education

International Hospitality Information Technology Association

Phi Kappa Phi

Hospitality Finance and Technology Professionals

WORK EXPERIENCE

<i>Financial Analyst</i>	05/2006- 06/ 2007
Excalibur Hotel & Casino, Las Vegas	

<i>Advanced Degree Intern</i>	Summer-2005
MGM Grand University, Las Vegas, NV-89119	

<i>Catering Officer</i>	2000-2004
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Barber Ship Management, Managed catering department on board ships

Teacher

1998-2000

Army School Hempur, Kashipur Uttarachal – India

(Prepared and taught high school level courses)