

Curriculum Vitae

**KEVIN S. MURPHY Ph.D., C.E.C.**

Professor

Foodservice Lodging Management Department

Rosen College of Hospitality Management

University of Central Florida

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## SUMMARY of ACCOMPLISHMENTS

### RESEARCH HIGHLIGHTS

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- Have over **80** publications (refereed journal articles, books, book chapters, presentations, and reports)
- Have **37** Peer Reviewed Journal Articles in press/accepted
- **5** Academic Books & manuals
- Of the above articles, **22** of them are in Rosen College top tier journals including International Journal of Hospitality Management, International Journal of Contemporary Hospitality Management, Cornell Quarterly
- Of the above articles, **20** as lead author, **5** as single author, 18 with graduate students
- **\$447,478** External Grant & Contract Funding. Co-PI and participant amount **\$87,933**
- Received 351 citations and have an ih-index of 13 (GoogleScholar.com, July 27, 2018)
- Chaired **6** PhD dissertation, 1 master thesis committees
- Served on **13** PhD dissertation, 2 master and one honor thesis committees
- Recipient, University Research Award (RIA) (2014), 2008 Emerald Journals Highly Commended Award
- Over **25** Academic Peer Reviewed Presentations (**18** with graduate students)
- **26+** National and international Invited speaker, presenter & panel member for academia and industry.
- 4 Non-refered publications (white papers)
- **4** Academic journals - editorial board membership
- 9 Academic journals - reviewer

### LEADERSHIP AND SERVICE HIGHLIGHTS

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- Chair, Department of Hospitality Service (2013-2019)
- Founded Hospitality Management BS Advisory Board 2013
- Founded Rosen College Entrepreneurship Competition
- Advisor/Founded, Eta Sigma Delta Honor Society(2004-present), **Inducted 2862 students** as 2018
- Elected Member, Faculty Senate Steering Committee (2011-2012 & 2016-present)
- Elected Member, University Committee on Committees (2011, 2016-present)
- Chair, College Graduate Policy and Curriculum Committee (2008- 2013)
- Chair, Undergraduate Policy and Curriculum College Committee (2006-2013)
- Chair, Doctoral Rotation Committee (2011-2013)
- Chair, College Faculty Assembly (2008-2009)
- Chair/served on **7** university, over **15** college and department committees.
- **26+** Invited Speaker or Presenter at International, National, local level
- Over **110** Media interviews. TV and Press at the International, National and Local level
- **7** Board Memberships, University President's Advisory Board, Corporate, Government, NGO
- Owner & Manager, **16** years management experience, foodservice organizations (1983-1999)

### TEACHING HIGHLIGHTS

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- **Outstanding** teaching evaluations from students at all levels (above 4.0 or higher on a 1-5 scale)
- **22** years University level teaching, undergraduate, masters, doctorate
- **8** Study a broad programs developed and led 2002-2010
- **26** Undergraduate courses developed, prepared and taught at 4 universities - UCF, JMU, VT, UA.
- **7** Graduate courses developed, prepared and taught
- Chair **6** PhD committees, 1 master thesis committee
- Served on **12** PhD committees, 2 master and one honor thesis committees
- Recipient, 2012 Excellence in Graduate Teaching Award
- Recipient, 2011 University Teaching Award (TIP)
- Recipient, 2010 Teacher Excellence Award, Eta Sigma Delta honor society
- Recipient, 2007, Banfi Vintners Faculty Institute Grant (\$11,000 award)

## **EDUCATIONAL BACKGROUND**

### **UNIVERSITY EDUCATION**

- Ph.D.** 2006 Hospitality and Tourism Management, Pamplin College of Business  
Virginia Tech University, Blacksburg, Virginia. Major Professor: Michael D. Olsen
- M.S.** 2000 Hospitality and Tourism Management, College of Human Resources  
Virginia Tech University, Blacksburg, Virginia. Major Professor: Suzanne Murrmann
- B.S.** 1997 Hospitality and Tourism Management, College of Human Resources  
Virginia Tech University, Blacksburg, Virginia
- A.S.** 1986 Department of Accounting, College of Business  
Bentley College, Waltham, MA.

### **PROFESSIONAL CERTIFICATIONS**

Certified Executive Chef (CEC), current

National Restaurant Association Servsafe Sanitation Certification, current

Certified HACCP Manager

Certified Food Safety Manager (CPFM)

Certified Hospitality Educator (CHE)

## EMPLOYMENT HISTORY

### UNIVERSITY EXPERIENCE

#### **University of Central Florida, Rosen College of Hospitality Management, FL.**

2018 - pres. **Professor**, Foodservice & Lodging Management Department  
2013 - 2019 **Chair**, Hospitality Services Department  
2011 - 2018 **Associate Professor**, Foodservice & Lodging Management Department  
2003 - 2011 **Assistant Professor**, Foodservice & Lodging Management Department

#### **Graduate Courses Taught (8):**

- HMG 7876 Strategies & Tactics: Foodservice Management
- HMG 7919 Doctoral Research
- HFT 6596 Strategic Marketing in Hospitality Management **(Blended Mode)**
- HMG 6296 Strategic Issues in Hospitality and Tourism **(Web Mode)**
- HMG 6228 Human resources Critical Issues **(Web Mode)**
- HMG 6245 Managing Hospitality and Guest Service Organizations
- HMG 6365 Management of Corporate Foodservice Operations **(Blended Mode)**
- HMG 6918 Directed Research

#### **Undergraduate Courses Taught (17):**

- HFT 4894 International Gastronomy Study Abroad
- HFT 4955 Study Abroad Field Studies
- HFT 4844 Sanitation in Foodservice **(Web mode)**
- HFT 4602 Independent Study
- HFT 4453 Food, Beverage and Labor Cost Control Management
- HFT 4295 Leadership and Strategic Management **(Blended Mode)**
- HFT 4298 Hospitality Business Consulting
- HFT 4269 Case Studies in Multi-Unit Restaurant Mgmt. **(Blended Mode)**
- HFT 4250 Hospitality Operations Management
- HFT 4274 Vacation Ownership Resort Management
- HFT 4343 Hospitality Facilities Planning & Design
- HFT 3955 Study Abroad Field Studies
- HFT 3263 Restaurant Management **(Blended Mode)**
- FSS 3124 Supply Procurement Management **(Blended Mode)**
- FSS 3008 Culture & Cuisine **(Blended Mode)**
- FSS 2221 Techniques of Food Production **(Blended Mode)**
- HFT 1000 Introduction to Hospitality & Tourism Management

2006 **University of Aruba, Oranjestad, Aruba**  
Visiting Assistant Professor, Hospitality and Tourism Management

2000-2003 **James Madison University, College of Business, Harrisonburg, Virginia.**  
Instructor, Hospitality & Tourism Management Department

1999-2000 **Virginia Polytechnic Institute and State University, Blacksburg, VA.**  
Instructor, Hospitality & Tourism Management Department

1991-1996 **Virginia Polytechnic Institute and State University, Blacksburg, VA.**  
Lecturer, Hotel, Restaurant & Institutional Management Department  
Half-time appointment in HRIM; half-time in Continuing Education

## **RESTAURANT & HOTEL INDUSTRY EXPERIENCE**

- 1996-1999     **L & R Inc. T/A The Farmhouse Restaurant, Christiansburg, Virginia**  
**Joint Venture Partner; Vice President and General Manager**  
Responsible for the overall operation of a 650-seat restaurant with banquet facilities for 250, a 110-seat lounge, and off-property catering business. Duties include the management of: employees engaged in sales and marketing, an in-house accounting office, compilation of financial statements, banquet and catering, dining room and lounge staff, operation of kitchen and the renovation and maintenance of a 4.5 acre complex.
- 1991-1996     **Virginia Tech-Donaldson Brown Conference Center, Blacksburg, Va.**  
**Associate Director** (Oct. 1994 - Jan. 1996)  
Managed the overall facility and personnel of the lodging office, sales and catering, and food and beverage departments. Hospitality and Tourism Management Department faculty member (half-time appointment) instructing catering management course and responsible for overall performance of Fine Dining restaurant lab courses.
- Food and Beverage Director** (Oct 1991 – Oct. 1994)  
Managed all food and beverage operations and sales office. Provided budget projections for food and beverage operation. Revived failing food and beverage operation. Planned complete renovation and implementation of new dining room and instructional kitchen.
- 1990-1991     **Ramada Airport Hotel, Boston, MA**  
**Executive Chef**  
Managed the overall operation of all food outlets, employees, ordering, and inventory cost controls for a 350-room unionized hotel with banquet facilities for 550 and two restaurants.
- 1989-1991     **At Ease Cuisine, Boston, MA**  
**Chef Owner**  
Started and operated catering company that catered social and business events in metropolitan Boston for a variety of business and social clientele.
- 1998-1989     **World Trade Center, Boston, MA**  
**Executive Sous Chef**  
Responsible for the daily operation of banquet facilities (feeding from two to 4,000), and the management of two restaurants for a multi-use state-of-the-art conference facility.
- 1986-1988     **J. Bildner And Son, Boston, MA**  
**Executive Chef**  
Responsible for the operational management of the main commissary and catering kitchen for a ten unit restaurant and retail chain. Prepared catered events for an upscale business and social clientele in the greater Boston area.
- 1980-1986     **Sheraton Boston Hotel, Boston, MA**  
**Sous Chef**  
Seven years of high volume experience at The Sheraton International Corporation's flagship hotel. 1650 rooms, seven food outlets, banquet facilities for up to 5,000. Worked and managed all areas of hotel kitchen. Completed four years of quality apprenticeship in the Corporate Sous Chef Apprentice
- 1976-1980     **Wellesley Country Club**  
Where my association with food all began as a cook

## AWARDS & HONORS

### INTERNAL AWARDS

- 2014 **University Research Award (RIA)**, The University of Central Florida Research Incentive Award program. A \$5,000 annuity to base salary.
- 2012 **College Excellence in Graduate Teaching Award**, The University of Central Florida's Program to recognize outstanding graduate-level teaching at the College level. \$2,000 prize.
- 2011 **University Teaching Award (TIP)**, The University of Central Florida Teaching Incentive Award program. A \$5,000 annuity to base salary.
- 2010 **Teacher Excellence Award**, The Rosen College of Hospitality Management chapter of Eta Sigma Delta (ESD), international honor society for outstanding service to student organizations at the Rosen College.
- 2004 **Teacher of the Year**, nominated by Rosen College Student Hospitality Management Association

### EXTERNAL AWARDS

- 2008 **Highly Commended Award**, Emerald Journal Outstanding Doctoral Research Award for the Ph.D. Dissertation, The International Journal of Contemporary Hospitality Management.
- 2007 **Networked Digital Library of Theses & Dissertations Awards Sponsored** by Sirius & Elsevier Journals, *Top Twenty Dissertations Downloaded* in the World Recognition for the year 2007. A first for a Hospitality Dissertation
- 2007 **Banfi Vintners Faculty Institute Grant**.  
The Banfi Foundation grant of \$11,000 to the UCF Foundation to take Banfi's Wine Educators Program in Italy along with two Rosen College students.
- 2005 **International CHRIE, Herman Breithaupt Award**, nominated  
Exhibited high professionalism, demonstrates a strong commitment to hospitality education, and contribution to International CHRIE and the industry as a chef/educator.
- 2004 **Darden Restaurant Faculty Summer Institute**. Awarded a \$4500 grant to attend the Faculty Internship week in Orlando, Fl. At headquarters for Red Lobster Restaurants.
- 2004 **Chapter Chef of the Year**, American Culinary Federation (ACF)  
ACF Chefs of Blacksburg Virginia named Chapter of the Year, by ACF Virginia Region.
- 2003 **International CHRIE, Herman Breithaupt Award**, nominated  
Exhibited high professionalism, demonstrates a strong commitment to hospitality education, and contribution to International CHRIE and the industry as a chef/educator.
- 2001 **American Society of Travel Agents**  
Foundation Simmons Scholarship Award
- 2000 **Travel Industry Association Educational**  
Foundation Award
- 2000 **Food Consultants Society International**  
Scholarship Award
- 2000 **National Restaurant Association**  
Educational Foundation Scholarship Award
- 2000 **International Foodservice Editorial Council (IFEC)** Scholarship Award
- 1998 **Taste of the Blue Ridge** – Blue Ribbon
- 1997 **Taste of the Blue Ridge** – Blue Ribbon
- 1997 **New River Valley Best Restaurant** – Gold
- 1997 **Eta Sigma Delta (ESD)**, Inducted into an international scholastic achievement honor society.
- 1995 **Chapter Chef of the Year**, American Culinary Federation (ACF), Blacksburg, VA Chapter

## **RESEARCH & CREATIVE ACTIVITY**

### **RESEARCH INTERESTS**

Areas related to: restaurants, strategic management, human resources and hospitality operations management. Topics related to: restaurant food safety and sanitation, human resource high performance work practices, compensation, operational design, leadership, slow food movement, training and development, green practices, co-alignment, competitive methods, competitive advantage.

### **REFEREED ACADEMIC PUBLICATIONS** (SSCI-Social Science Citation Index; \*papers with graduate students)

1. Harris, K.J., Murphy, K.S., DiPietro, R.B., Line, N. (2019). Restaurant Employees and Food Safety Compliance: Motivation Comes from Within. *Journal of Foodservice Business Research*, in press.
2. Shapoval, V., Murphy, K. S. , Severt, D. (2018). Does Service Quality Really Matter at Green Restaurants for Millennial Consumers? A moderating effects of gender between loyalty and satisfaction. *Journal of Foodservice Business Research*, <https://doi.org/10.1080/15378020.2018.1483698>.
3. **Murphy, K. S.** (2018). The Value of the Disney College Program Internship and Students' Loyalty Intentions, *Journal of Hospitality and Tourism Insights*, 1 (1), 86-102, <https://doi.org/10.1108/JHTI-11-2017-0017>.
4. **Murphy, K. S.**, Torres, E., \*Ingram, W., Hutchinson, J. (2018). A Review of High Performance Work Practices (HPWPs) Literature and Recommendations for Future Research in the Hospitality Industry, *International Journal of Contemporary Hospitality Management*, 30 (1), 365-388, <https://doi.org/10.1108/IJCHM-05-2016-0243> . (SSCI journal)
5. Harris, K.J., **Murphy, K.S.**, DiPietro, R.B., Line, N. (2017). The antecedents and outcomes of food safety motivators for restaurant workers: An expectancy framework. *International Journal of Hospitality Management*, 63, 53-62. (SSCI journal)
6. Rivera, M., **Murphy, K. S.**, \*Khalilzadeh, J. (2018). Globalization of workforce: PLS approach to higher-order value construct in study abroad context, *Journal of Hospitality and Tourism Technology*. In press
7. Kizildag, M., Okumus, F., & **Murphy, K.** (2017). Darden Restaurants, Inc. Is The Turnaround Happening? *Journal of Hospitality and Tourism Case Studies*, 6 (1).
8. \*Orlowski, M., **Murphy, K. S.**, Severt, D. (2017) Commitment and conflict in the restaurant industry: Perceptions from the Generation Y viewpoint. *Journal of Foodservice Business Research* 20 (2), 218-237. <http://dx.doi.org/10.1080/15378020.2016.1206772>
9. \*Barreda, A. **Murphy, K. S.**, 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. <http://dx.doi.org/10.1108/TR-04-2016-0008>

10. \*Atzori, R., \*Shapoval, V., **Murphy, K. S.** (2016). Measuring Generation Y Consumers' Perceptions of Green Practices at Starbucks: An IPA Analysis. *Journal of Food Service Business Research*. <http://dx.doi.org/10.1080/15378020.2016.1229090>
11. Harris, K.J., **Murphy, K. S.**, DiPietro, R.B., Rivera, G., (2015). Food Safety Inspections Results: A Comparison of Ethnic-Operated Restaurants to Non-Ethnic-Operated Restaurants. *International Journal of Hospitality Management*, 46, 190-199. [doi:10.1016/j.ijhm.2015.02.004](https://doi.org/10.1016/j.ijhm.2015.02.004) (SSCI journal)
12. \*Sorokina, E., S., **Murphy, K. S.** (2015). Why Fast Casual is Winning. *Journal of Hospitality and Tourism Case Studies*, 4 (3), 61-65.
13. **Murphy, K. S.**, \*Bilgihan, A., \* Boseo, M. & \*Kubickova, M. (2014) There is no 'I' in recovery: Hotel Managements' perspective of Service Recovery. *Journal of Quality Assurance in Hospitality and Tourism*, DOI: [10.1080/1528008X.2014.902348](https://doi.org/10.1080/1528008X.2014.902348).
14. Harris, K.J., DiPietro, R.B., **Murphy, K. S.**, Rivera, G., (2014). Critical Food Safety Violations in Florida: Relationship to Location and Chain vs. Non-Chain Restaurants. *International Journal of Hospitality Management*, 38, 57-64. (SSCI journal)
15. \*Tarca, S., **Murphy, K. S.** (2014). Food Safety Inspections and Storefront Grade Posting: The case of NYC and LA. *Journal of Hospitality and Tourism Case Studies*, 3(4) 21-26.
16. **Murphy, K. S.**, \*Khan, M. (2014). Cultural Dimensions In A Restaurant Setting. *Journal of Hospitality and Tourism Case Studies*. 3 (3) 21-24.
17. \*Olsen, E. & **Murphy, K. S.**, Ro, H. (2014). An Exploratory Study of Home Brewers' Motivational Factors. *Journal of Food Service Business Research*. 17 (3) 228-241.
18. **Murphy, K. S.**, Semrad, K. & \*Yost, E. (2013). The Impact of Discounting Room Rates on In-house Restaurant Sales, *International Journal of Hospitality and Tourism Administration*. 14, 1-15.
19. \*Karson, K. & **Murphy, K. S.** (2013). Attracting Local Guests to Resort Food and Beverage Operations: The Case of the Orlando Resort & Spa. *Journal of Food Service Business Research*. 16 (4) 391-406.
20. \*Lee, Seung, Bai, B. & **Murphy, K. S.** (2012). An Exploratory Study Of The Role Of Demographics In Influencing Guest Involvement When Obtaining A Discount. *Journal of Hospitality Marketing & Management*. 21 (5) 569-588.
21. **Murphy, K.**, Croes, R. and Chen, P. (2012). Agricultural y Turismo International: El Modelo de Slow Food para Promover la Agricultura Local y Expandir Oportunidades para los Pobres en America Latina. *Dialogos*, Octubre, 65-82.
22. **Murphy, K.** (2012). In memoriam: Michael D. Olsen, Professor Emeritus of Hospitality and Tourism Management Editorial. *International Journal of Hospitality Management* 31 (4), 1037. (SSCI journal)



23. \*Hummel, E. & **Murphy, K.S.** (2011). Using Service Blueprinting to Analyze Restaurant Service Efficiency. *Cornell Hospitality Quarterly*. 52 (3), pp 265-272.  
DOI: 10.1177/1938965511410687. **(SSCI journal)**
24. **Murphy, K.S.** (2011). An Exploratory Study of Global Issues Impacting the Future of Tourism in Aruba, *ARA Caribbean Journal of Tourism Research*. 3 (1), pp 5-18.
25. **Murphy, K.S.**, DiPietro, R.B., \*Kock, G., & \*Lee, J. (2011). Does Mandatory Food Safety Training and Certification for Restaurant Employees Improve Inspection Outcomes? *International Journal of Hospitality Management*. 30 (1), pp 150-156. **(SSCI journal)**
26. **Murphy, K. S.**, & Williams, J. A. (2010). Human Resource Management High Performance Work Practices and Contextual Setting, Does Industry Matter? A Comparison of the U.S. Restaurant Sector to the Manufacturing Industry, *Journal of Food Service Business Research* 13 (4), pp. 283-303. **(Lead Article)**
27. **Murphy, K. S.** (2009). Strategic Human Resource Management Performance Metrics for Unit-Level Managers: An Exploratory Study of U.S. Casual Restaurants. *Hospitality Review* 27 (2) pp. 20- 41.
28. **Murphy, K. S.**, Olsen, M.D. (2009). Dimensions of a High Performance Management System: an Exploratory Study of the U.S. Casual Restaurant Segment. *International Journal of Contemporary Hospitality Management*, 21 (7) pp. 836-853. **(SSCI journal)**
29. **Murphy, K. S.**, Murrmann, S. (2009). The Research Design Used to Develop a High Performance Management System Construct for U.S. Restaurant Managers. *International Journal of Hospitality Management*, 28 (4) pp. 547-555. **(SSCI journal)**
30. **Murphy, K. S.**, DiPietro, \*R.B., Rivera, M., Muller, C. (2009). An Exploratory Case Study of Factors That Impact the Turnover Intentions and Job Satisfaction of Multi-unit Managers in the Casual Theme Segment of the US Restaurant Industry. *Journal of Food Service Business Research*, 12 (3) pp. 200-218. **(Lead Article)**
31. \*Rivera, M., DiPietro, R.B., **Murphy, K.S.**, Muller, C. (2008). Multi-Unit Managers: Training Needs and Competencies for Casual Dining Restaurants, *International Journal of Contemporary Hospitality Management*, 20 (6) pp. 616-630. **(SSCI journal)**
32. **Murphy, K. S.**, (2008). Strategic Human Resource Management - high performance people system as core competencies. *Handbook of Strategic Hospitality Management*. London: Elsevier. Olsen, M. D., Zhao, J. L., Pizam, A., editors. pp. 267-300.
33. **Murphy, K.S.**, DiPietro, R.B. & Murrmann, S. (2007). A Proposed Research Agenda For the Refinement of the High Performance Work System Construct in U.S. Restaurants. *International Journal of Hospitality and Tourism Administration*, 8 (4) pp. 99-106.
34. **Murphy, K. S.** (2007). A Proposed Framework for Measuring Human Resource Intangible Value in Restaurant Organizations Using Economic Value Added. *Journal of Food*

August, 2018

*Service Business Research*, 10 (3) pp. 3-23. (**Lead Article**)

35. DiPietro, R.B., **Murphy, K.S.**, \*Rivera, M., Muller, C. (2007). Multi-Unit Management Key Success Factors In The Casual Dining Restaurant Industry: A Case Study. *International Journal of Contemporary Hospitality Management*, 19 (7) pp. 524-536. (**SSCI journal**)
36. **Murphy, K.S.**, & DiPietro, R.B. (2005). Management Compensation as a Value-Added Competitive Method for Casual Theme Restaurants. *Hospitality Review*, 23 (2) pp. 33-42.
37. **Murphy, K. S.**, & Williams, J. A. (2004). The Impact of Compensation on the Turnover Intentions of Outback Steakhouse Managers. *Journal of Food Service Business Research*, 7(1), pp. 63-80.

SSCI - Social Science Citation Index papers; \* working with graduate student

### **BOOKS**

- 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. ISBN 978-88-96231-21-0
- Ashley, R. A. & **Murphy, K. S.** (2012). *Techniques of Food Production: Food Service Laboratory Compendium*. Boston, MA. Pearson. ISBN 13978-1-256-59864-0
- Murphy, K. S.** & Ashley, R. A. (2009). *Quantity Food Production Management 3rd ed.* Hoboken, NJ. John Wiley & Sons Inc. ISBN 978-0-470-48467-8.
- Murphy, K. S.** & Ashley, R. A. (2006). *Quantity Food Production Management 2<sup>nd</sup> ed.* Hoboken, NJ. John Wiley & Sons Inc. ISBN 0-470-09884-8.
- Murphy, K. S.** & Ashley, R. A. (2004). *Quantity Food Production Management*. Hoboken, NJ. John Wiley & Sons Inc. ISBN 0-470-03843-8.

### **BOOK REVIEW**

- Gisslen, Wayne. (2006). *Professional Cooking*
- Labensky, Sarah. (2005). *On Cooking: A textbook of Culinary Fundamentals 4<sup>th</sup> ed.*

### **REPORTS & PUBLICATIONS - NON-REFEREED**

- Murphy, K.S.**, Rivera, M. (2016) The value of study abroad externships in hospitality education: Experiential learning. FUA, Florence, Italy.
- Weinland, J. T., **Murphy, K. S.** (2015). A Strategic Planning Guide for Owner-Controlled Timeshare Resorts, *Timesharing Today*, 141, May/June.

August, 2018

**Murphy, K. S.** (2009). The Outlook of Tourism in Aruba. Dick Pope Institute (DPI), Orlando, Florida. [http://hospitality.ucf.edu/dick\\_pope](http://hospitality.ucf.edu/dick_pope)

**Murphy, K. S.** (2008). White paper: A Framework for the Future of Tourism in Aruba. Aruba Time Share Association (ATSA), Oranjestad, Aruba.

**Murphy, K. S.** (2007). White paper: Visioning the Future of Tourism in Aruba White Paper. Aruba Time Share Association (ATSA), Oranjestad, Aruba

### **MANUSCRIPTS UNDER REVIEW AND IN PROCESS**

1. Murphy, K. S., Harris, K.J., Rivera, G., (2018). A Comparison of Restaurants Inspections: Big Data Results in US Cities, *Journal of Hospitality and Tourism Technology*.
2. Murphy, K. S, \*Wickey, J., Orłowski, M. (2017). Tourist vs. Non-Tourist Satisfaction with Casual Restaurant Dining Experience Using NPS. Manuscript submitted JFBR.
3. Harris, K.J., DiPietro, R.B., Line, N., Murphy, K.S., (2017). Internal belief systems and the impact on their motivation to comply with safe food regulations. Manuscript submitted *Journal of Hospitality and Tourism Management*
4. Murphy, K. S., Rivera, M. The Internship Experience: An European Student Perspective of Value
5. Rivera, M., Murphy, K. S., Hospitality Study Abroad Experiences: Insights to the Give and Get Components of Value
6. Murphy, K. S., Rivera, M. The Value of Disney College Program and Students Behavioral Intentions
7. Rivera, M., Murphy, K. S. The Relationship Between Internship Experience and International Career Assignment.
8. Ingram, W., Murphy, K. S, Torres, E. Shift Work Moderating the relationship between Social Support and Employee Engagement.
9. Ingram, W., Murphy, K. S, Torres, E. Shift Work Moderating the relationship between Job Satisfaction and Intention to Quit and Quality Service Delivery Willingness.
10. Ingram, W., Murphy, K. S, Torres, E. Shift Work Moderating the relationship between Employee Engagement and Job Satisfaction.
11. Ingram, W., Murphy, K. S, Torres, E. Work Leisure Conflict for Front Desk Hotel Workers
12. Ingram, W., Murphy, K. S, Torres, E. Hotel Working Preferred Shift as an additional independent variable.

\* *working with graduate student*

### **FUNDED EXTERNAL GRANTS AND CONTRACTS**

- 2016-18 University of Mpumalanga, Nelspruit, South Africa. Senior personnel (~25%). Development of Bachelor of Commerce in Hospitality proposal and curriculum for University: **\$112,000.** Contract # 3512-5094
- 2015-16 Florence University of the Arts. Co-PI (50%), Experiences outside the Classroom: The Value of Hospitality Study Abroad Externship Experiences: **£5,850.** Contract # 12018053
- 2014-15 Curacao Tourist Board (10%), Development of a Strategic Tourism Master Plan for the Island of Curacao 2015-2020. Dick Pope Sr. Institute for Tourism Studies (DPITS), Rosen College of Hospitality Management. Grant Project Amount: **\$261,528.** Contract # 12018047
- 2007-08 The National Association of Catering Executives. Co-PI (40%). Center for Certified Catering Executives Educational Foundation Grant was awarded for the development of standards for the Certified Professional Catering Executive (CPCE) exam, study guide and related test materials: **\$66,950.**

### **UNFUNDED EXTERNAL GRANTS AND CONTRACTS**

- 2013 Costa Rica Tourism Agency, Agriculture and Tourism (Co-PI): A Slow Food Blueprint to Promote Sustainable Local Agriculture Products to Help the Poor in Costa Rica through Tourism. (**\$100,000 unfunded**)
- 2012 Agriculture and Tourism (Co-PI): A Slow Food Blueprint to Promote Sustainable Local Agriculture Products to Help the Poor in Ecuador through Tourism. (**\$392,850 unfunded**)
- 2012 Orlando VA Medical Center (Co-PI): Service Innovation: Patient Centered Care (PCC) through Service Excellence, Hospitality, and Innovation. Grant Proposal developed for the new VA medical center in Lake Nona Florida. (**\$1,250,000, unfunded**)

### **INTERNAL GRANTS AND CONTRACTS**

- 2007 Summer Research Institute Grant. Rosen College of Hospitality Management. Grant awarded to conduct survey research for The Center for Multi-Unit Restaurant Management at the Rosen College of Hospitality Management on general manager work practices in the casual segment of the restaurant industry. (**\$2,000**)
- 2007 Banfi Vintners Faculty Institute Grant. The Banfi Foundation grant of \$11,000 to the UCF Foundation to take Banfi's Wine Educators Program in Italy along with two Rosen College students. (**\$11,000**)

August, 2018

2006 Summer Faculty Development Institute on International Studies and Internationalization. Grant awarded to develop a new international study abroad program for the Rosen College of Hospitality Management. **(\$1,000)**

### **FUNDED PROJECTS**

- 2010-12 The Reefs Hotel and Resort, Foodservice audit and strategic plan focusing on the food and beverage operations of a five star boutique hotel with 3 restaurants and club. Guided the ownership through the transition of management team to a new leadership team, rewrote menus and organized a new purchasing system. **(\$15,000)**
- 2007 Aruba Timeshare Association (ATSA), Aruba. The 2<sup>nd</sup> Forum for the Future of Tourism Think Tank. A funded project to conduct a strategic planning think-tank for the development of future-oriented competitive methods and core competencies that will take advantage of the forces driving change in Aruba that were identified in the first think-tank. **(\$11,000)**
- 2006 Aruba Timeshare Association (ATSA), Aruba. The Forum for the Future of Tourism in Aruba Think Tank. A funded project to conduct a think-tank to identify the major forces driving change in the tourism industry in Aruba and to describe future trends and events that are likely to affect the Aruba tourism industry in the next five to ten years. **(\$6,200)**
- 2001 The Virginia Museum of Fine Arts, Richmond, Virginia. *Strategic Plan for A Non-Profit Museum Foodservice*. James Madison University, **(\$12,300)**.
- 2000 Smith Mountain Lake 4-H Educational Conference Center, *Menu Evaluation and Design for Conference Center*, Virginia Tech, **(\$4500)**.

### **CONFERENCE PRESENTATIONS - PEER REVIEWED** (\*18 presentations with graduate students)

1. Okumus, B., Garcia, J., Murphy, K.S., Sonmez, S. (2019). Non-Commercial Food Service Operations for K-5 Elementary School Age Children in the United States. *2019 APacCHRIE & EuroCHRIE Joint Conference, Hong Kong, China. May 22-29, 2019.*
2. Cobos, L., Murphy, K.S., Ozturk, A., Gregory, A. Sever, K., Hancer, M. (2019). Technology post-adoptive behaviors and gender among hotel branded mobile app users. *The Smart Conference, Orlando, Florida, USA, May 1-4, 2019.*
3. \*Garjjar, T., Okumus, F., Murphy, K.S., Park, J. (2017). Culinary attrition in the workplace: Why are chefs abandoning the industry? *4<sup>th</sup> World Research Summit for Tourism and Hospitality, Orlando, Florida, USA, December 8-11, 2017.*
4. \*Ronzoni, G., Murphy, K.S., \*Hight, K., Hancer, M. (2017). Are online review users harder to please? The impact of online hotel reviews on consumer post purchase evaluations. *4<sup>th</sup> World Research Summit for Tourism and Hospitality, Orlando, Florida, USA, December 8-11, 2017.*
2. \*Rapp, C., Murphy, K.S. (2017). Developing a framework for on the job coaching (OJC) in the hospitality and restaurant context. *4<sup>th</sup> World Research Summit for Tourism and Hospitality, Orlando, Florida, USA, December 8-11, 2017.*

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3. Murphy, K., Rivera, M., Mejia, C., & \*Cobos, L. (2016). European Hospitality Study Abroad Externship: The Value of Experiential Learning. EuroCHRIE, October 26-28, Budapest, Hungary.
4. Murphy, K., Rivera, M., Mejia, C., & \*Cobos, L. (2016). Experiences outside the Classroom: The Value of Hospitality Study Abroad Externship for Chinese Students in the Disney College Program. APacCHRIE, May 11-13, Bangkok, Thailand.
5. \*Lefrid, M., Murphy, K.S., Severt, D. (2015). Servant Leadership: Does treating Employees as Internal Customers Influence Job Satisfaction and Organizational Commitment in Casual restaurants? 3rd World Research Summit for Tourism and Hospitality, Orlando, Florida, USA, December 15-19, 2015.
6. \*Ingram, W. M., Murphy, K. S. (2015). Redesigning Hotel Housekeeping Operations to Improve Productivity, Labor Costs, Employee Satisfaction and Guest Satisfaction. 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, Jan. 8-10.
7. \*Ingram, W. M., Murphy, K. S. (2014). How and Why Recruiters Choose Hospitality and Tourism Programs for Hiring and the Importance of Advance Degrees to the Process. *19<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, Texas, January 3-5, 2014.*
8. \*Holm, M., Murphy, K.S. (2014). CVB vs. DMC: An Exploration of Business Models. *19<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, Texas, January 3-5, 2014.*
9. \*Atzori, R., Murphy, K.S. (2013). Measuring generation Y consumers perceptions of green practices at Restaurants. *2<sup>nd</sup> World Research Summit for Tourism and Hospitality, Orlando, Florida, USA, December 15-17, 2013.*
10. \*Orlowski, M., Severt, D., Murphy, K.S. (2013). Perceived management conflict and the effects on the Organizational commitment of Restaurant Employees. *2<sup>nd</sup> World Research Summit for Tourism and Hospitality, Orlando, Florida, USA, December 15-17, 2013.*
11. Murphy, K., \*Barreda, A. & Gregory, A. (2013). Economic Analysis Of Developing A Vacation Ownership Resort In Florida. *International Council on Hotel, Restaurant and Institutional Education Conference (CHRIE), St. Louis, Missouri, USA, July 24-27, 2013.*
12. \*Barreda, A., Murphy, K., Gregory, A. (2013). Economic Analysis Of Developing A Vacation Ownership Resort In Hawaii. *11<sup>th</sup> APac CHRIE 2013 Conference, Macua, SAR, China, May 21-24, 2013.*
13. Murphy, K.S., Chen, P. (2012). A Proposed Slow Food Agricultural Model to Help the Poor in Latin America Through Tourism. *International Society of Travel and Tourism Educators Conference (ISTTE), Freiburg, Germany, October 16-18, 2012.*
14. Murphy, K.S., Chen, P. & Croes, R. (2012). A Blueprint for Slow Food Agricultural Linkages to Sustainable Tourism. *International Council on Hotel, Restaurant and Institutional Education Conference (CHRIE), Providence, RI, USA, August 1-4, 2012.*

15. Gregory, A., \*Barreda, A. & Murphy, K. (2012). Examining The Proposition Of Vacation Ownership Resort Development: Advancing A Valuation Model For Real Estate Development. *I-CHRIE Florida & Caribbean Chapter Spring 2012 Conference, Orlando, FL, USA May 18, 2012.*
16. Murphy, Kevin S. (2011). Restaurant Revenue Management with Service Blueprinting. *2011 International Council on Hotel, Restaurant and Institutional Education Conference (CHRIE), Denver, Colorado, USA, July 27-30, 2011.*
17. Murphy, Kevin S. (2010). Global Issues Impacting The Future Of Tourism in The Dutch Antilles of Aruba. *Proceedings from the 2010 International Council on Hotel, Restaurant and Institutional Education Conference (CHRIE), San Juan, Puerto Rico, USA, July 28-31, 2010.*
18. Murphy, K., \*Semrad, K., and \*Yost, E. (2010). The Influence of Discounting Hotel Room Rates on Food And Beverage Revenues. *Proceedings of the European Institute of Retailing and Service Studies, Istanbul, Turkey, July 2-5, 2010.*
19. Croes, R., \*Semrad, K., Murphy, K., and \*Lebruto, E. (2009). An Exploratory Sales Forecasting Analysis: A Comparison of Time Series Models in Full Service Restaurants. *Proceedings of the 29th International Symposium on Forecasting, the International Institute of Forecasters, Kowloon, Hong Kong, June 21-24, 2009.*
20. Murphy, K. S. (2008), Dimensions of a High Performance Management System: A Study of the US Casual Restaurant Segment. *Proceedings: 2008 Annual International Society of Travel & Tourism Educators Conference, Dublin, Ireland, October 2, 2008.*
21. Murphy, K.S., DiPietro, R.B., \*Rivera, M. (2007). An Exploratory Study of Factors That Impact the Turnover Intentions of Multi-unit Managers of the US Restaurant Industry. *Proceedings of the First Hospitality and Leisure Conference, Lausanne Switzerland, July 5, 2007.*
22. Murphy, K.S., & DiPietro, R.B. Kaufman, T. (2006). A Proposed Research Agenda For Determining Best Human Resource Practices in U.S. Casual Dining Restaurants. *Advances in Hospitality Research: Vol. XI, Proceedings of the Eleventh Annual Graduate Education and Graduate Student research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2006.*
23. Murphy, Kevin S. (2003). A Proposal for Obtaining Human Resource Intangible Value in Restaurant Organizations Using Economic Value Added. *Proceedings from the 2003 International Council on Hotel, Restaurant and Institutional Education Conference and Exposition, Palm Springs, California, July 27-30, 2003.*
24. Murphy, Kevin S. (2003). The Impact of Compensation on the Turnover Intentions of Outback Steakhouse Managers. *Proceedings from the 2003 International Council on Hotel, Restaurant and Institutional Education Conference and Exposition, Palm Springs, California, July 27-30, 2003.*
25. Murphy, Kevin S. (2003). Generating Economic Value Added (EVA) Through The Use Of Human Resource Intangibles in Foodservice. *Proceedings from the 2003 International Council on Hotel, Restaurant and Institutional Education Conference and Exposition, Palm Springs, California, July 27-30, 2003.*

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26. Murphy, Kevin S. (2003). A Proposed Framework for Deriving Human Resource Intangible Value in Hospitality Firms Using Economic Value Added (EVA). *Advances in Hospitality Research: Vol. XIII, Proceedings of the Eighth Annual Graduate Education and Graduate Student research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2003.*
27. Murphy, Kevin S. (2003). The Impact of Compensation on Management Turnover. *Advances in Hospitality Research: Vol. VIII, Proceedings of the Eighth Annual Graduate Education and Graduate Student research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2003.*
28. Murphy, Kevin S.(2002). An Analysis Of The Effect Of Compensation Offerings On The Turnover Intentions Of Restaurant Managing Partners For Outback Steakhouse. *Advances in Hospitality Research: Vol. VII, Proceedings of the Seventh Annual Graduate Education and Graduate Student research Conference in Hospitality and Tourism, Houston, Texas, January 5-7, 2002.*

\* working with graduate student

## TEACHING ACTIVITY

### GRADUATE COURSES TAUGHT (7):

- HMG 7876 Strategies & Tactics: Foodservice Management
- HMG 7919 Doctoral Research
- HFT 6596 Strategic Marketing in Hospitality Management (**Blended Mode**)
- HMG 6296 Strategic Issues in Hospitality and Tourism (**Web Mode**)
- HMG 6228 Human resources Critical Issues (**Web Mode**)
- FSS 6365 Management of Corporate Foodservice Operations (**Blended Mode**)
- HMG 6918 Directed Research

### UNDERGRADUATE COURSES TAUGHT (17):

- HFT 4894 International Gastronomy Study Abroad
- HFT 4955 Study Abroad Field Studies
- HFT 4844 Sanitation in Foodservice (**Web mode**)
- HFT 4602 Independent Study
- HFT 4453 Food, Beverage and Labor Cost Control Management
- HFT 4295 Leadership and Strategic Management (**Blended Mode**)
- HFT 4298 Hospitality Business Consulting
- HFT 4269 Case Studies in Multi-Unit Restaurant Mgmt. (**Blended Mode**)
- HFT 4250 Hospitality Operations Management
- HFT 4274 Vacation Ownership Resort Management
- HFT 4343 Hospitality Facilities Planning & Design
- HFT 3955 Study Abroad Field Studies
- HFT 3263 Restaurant Management (**Blended Mode**)
- FSS 3124 Supply Procurement Management (**Blended Mode**)
- FSS 3008 Culture & Cuisine (**Blended Mode**)
- FSS 2221 Techniques of Food Production (**Blended Mode**)



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- HFT 1000 Introduction to Hospitality & Tourism Management

### **DOCTOR OF PHILOSOPHY COMMITTEE MEMBERSHIP**

- Louis Lenglet (**Chair**), Department of Hospitality Services, Rosen College
- Cheryl Jones (**Chair**), Department of Tourism, Events and Attractions, Rosen College
- Craig Rapp, (**Chair**) Department of Foodservice Lodging Management, Rosen College
- Sejal Madhubhai (**Co-Chair**), Curriculum and Instruction Program, CCIE
- Motaz Zaitouni (**Chair**), Department of Hospitality Services, Rosen College
- Jeremy Fairley, (**Chair**) Department of Tourism, Events and Attractions, Rosen College
- Mohammed Lefrid, Department of Foodservice Lodging Management, Rosen College
- William Ingram, (**Chair**) Department of Hospitality Services, Rosen College
- Liza Cobos, (**Chair**) Department of Foodservice Lodging Management, Rosen College
- Elizabeth LeBruto, Department of Hospitality Services, Rosen College
- Yoshimasa Kageyama, Department of Hospitality Services, Rosen College
- Valeriya Shapoval, Department of Tourism, Events and Attractions, Rosen College
- Marcelino Kock, Department of Foodservice Lodging Management, Rosen College
- Kelly Kaak, Department of Tourism, Events and Attractions, Rosen College
- Monica Carpenter , Hospitality Services, Rosen College (withdrawn)
- Edwin Nester, (**Chair**) Foodservice Lodging Management, Rosen College (withdrawn)

### **MASTER OF SCIENCE COMMITTEE MEMBERSHIP**

- Jessica Wickey, (**Chair**), Rosen College of Hospitality Management
- Gary Deel, Rosen College of Hospitality Management

### **HONORS IN THE MAJOR**

- Megan Watson (2006) Rosen College of Hospitality Management

### **CURRICULUM & COURSE DEVELOPMENT**

2017	Mpumalanga University, Republic of South Africa. Development team for Bachelor of Commerce in Hospitality Management degree, \$112,000 MOU
2017	American Public University System, External Program Consultant, reviewed AA, BA in Hospitality and Hospitality Management for program for accreditation
2016-18	Develop new degree program in Senior Community Management for Rosen College
2015-16	Revise Hospitality Management B.S. curriculum committee

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- 2013-14 Revise College Master's in Science curriculum committee
- 2012-13 Revise College PhD degree committee
- 2009-10 Foodservice Lodging Management undergraduate curriculum degree review committee
- 2011 FSS 3008, Culture and Cuisine (6 credit). Developed a four week study abroad to Italy, including Rome, Florence, Tuscany, Pisa, Venice, Siena, Luca and the Italian Riviera for sixteen students on the topics of culture and cuisine, wine and food.
- 2010 HFT 4894, International Gastronomy Summer Study Abroad (6 credit). Developed and led a five week study abroad to Italy, including Sicily, Rome, Florence, Tuscany, Pisa, Venice, Siena and Luca for fourteen students on the topics of culture and cuisine, wine and food.
- 2009 HFT 4844 Sanitation in Foodservice. Developed a web based mode of this course on Webcourses. Including a national certification test for student certification.
- 2009 HFT 3263 Restaurant Management. Developed a web based mode of Restaurant Management course on Webcourses.
- 2009 HFT 4894, International Gastronomy Summer Study Abroad (6 credit). Developed and led a four week study abroad to Italy for twenty-three students on the topics of culture, cuisine, wine and food.
- 2008 FSS 3008 Culture & Cuisine. Developed a mixed mode web base version of this course on Webcourses.
- 2008 HFT 4269 Case Studies in Multi-Unit Restaurant Management. Developed a mixed mode web base version of this course on Webcourses.
- 2007 IDL 6543 Faculty Development Certificate Program. Earned authorization to develop web based courses for the Rosen College of Hospitality Management through the completion of 70 hours of training. (\$2,000)
- 2007 HFT 4894, International Gastronomy Summer Study Abroad (6 credit). Developed and led a three week study abroad to France and Italy for fourteen students on the topics of culture, cuisine, wine and food.
- 2006 HFT 4295 Leadership and Strategic Management. Developed a mixed mode web base version of this course on Web CT.
- 2006 HFT 4894, International Gastronomy Spring Study Abroad (3 credit). Developed and led a one week study abroad to Paris and Lyon, France for twenty-four students on the topics of culture, cuisine, wine and food

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- 2005 HFT 4894, International Gastronomy Spring Study Abroad (3 credit). developed and led a one week study abroad to Paris and Avignon, France for thirty-six students on the topics of culture, cuisine, wine and food.
- 2002 Special Topic, Spring Study Abroad (3 credit). Developed and led a one week study abroad to Paris and Beaune, France for twenty-two students on the topics of culture and cuisine, wine and food.

### **SERVICE AND ADMINISTRATIVE DUTIES**

#### **INVITED SPEAKER OR PRESENTOR**

- Roundtable Panelist, Help! I'm New Management. How Do I Convince My Colleagues Food Safety is Important? International Association for Food Protection (IAFP) 2018, July 8-11 in Salt Lake City, Utah
- Keynote Speaker, The Future of Hospitality Guest Service, Florence University of the Arts, 4th Apicius Conference on Health and Wellness. March 17, 2018, Florence Italy.
- Invited Presenter, *Hospitality Guest Service Culture*, International University of Literature and Media. Milan, Italy, March 13, 2018.  
<http://www.iulm.it/wps/wcm/connect/iulmit/iulm-it/news-e-eventi/notizie/tornano+le+open+lessons+di+htm>
- Panelist, University of Central Florida Presidential Finalist Panel Interviewer, March 2018
- Book Presentation, *The Value of Study Abroad Externships in Hospitality Education: Experiential Learning*, Florence University of the Arts, 4th Apicius Conference on Health and Wellness. March 17, 2018, Florence Italy.
- President's Panel, 9<sup>th</sup> Annual International conference Florence University of the Arts and Stony Brook University, Florence Italy. Dec. 1-2, 2017.
- Panel Member. University of Central Florida Working Conference on Hurricane Preparedness. Orlando, FL. November 1, 2017.
- "Forces Driving Change in the Food & Beverage Industry." Tshwane University of Technology, Nelspruit, South Africa. July 21, 2017
- "Trends in the Hospitality Industry." University of Mpumalanga, Nelspruit, South Africa. July 20, 2017
- "Strategic Direction". Workshop Presenter, Hotelschool The Hague, June 26 17, 2017.
- "Co-alignment Model of Strategy". Speaker, Hotelschool The Hague, October 17, 2016.
- "Eating Healthy in a Prepared Food Society". Seminar Speaker, Yoga Matrix, September 10, 2016, Orlando, FL.
- "Chair Leadership Consortium". Panel Member, International CHRIE's Career Advancement Academy, July 20, 2016, Dallas, TX.

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- “The Value of Experiential Learning: Study Abroad Externships”. Plenary Speaker, De Re Mediterranea, 7<sup>th</sup> Annual International conference Florence University of the Arts and Stony Brook University, Florence Italy, Dec. 4-5, 2015.
- “Generating Revenue at Owner-Controlled Timeshare Resorts”. Speaker, Timeshare Board Members Association Conference, Denver, Co. October 23-25, 2015.
- “Nutrition and Eating Healthy”. Seminar Speaker, Yoga Matrix, October 10, 2015, Orlando, FL
- “A Strategic Planning Guide for Owner-Controlled Timeshare Resorts”. Speaker, Timeshare Board Members Association Conference, Providence, RI. May 17-19, 2015.
- Coca Cola Latin Center Business Unit, Coca Cola On-premise leadership program, The Restaurant Industry: Five Forces Model, April 25, 2013
- Orlando Home and Leisure Magazine, Silver Spoon Awards April 2010, guest panelist.
- “Re-Invent, Re-Think, Re-Tool”, panel member for the Food Service Consultants International (FSCI) and NAFEM Show, on February 4, 2009, Orlando, FL.
- “Visioning the Future of Tourism in Aruba”. Speaker, Aruba Timeshare Association, December 12, 2008 Palm Beach, Aruba.
- “A Framework for the Future of Tourism in Aruba”. Keynote Speaker, The 2<sup>nd</sup> think-tank workshop on the Tourism Industry in Aruba. Aruba Timeshare Association November 23 & 24, 2007, Palm Beach, Aruba.
- “Engaging the Millennium Generation”. Presenter, Navy Lodge Annual Worldwide Conference, April 23, 2007.
- Eta Sigma Delta International Honor Society Speaker, Orlando Culinary Academy, April 6, 2007.
- Eta Sigma Delta International Honor Society Speaker, Orlando Culinary Academy, April 6, 2007.
- “Visioning the Future of Tourism in Aruba”, A think-tank workshop on the Hospitality and Tourism Industry in Aruba. Sponsored by the Aruba Timeshare Association, November 14, 2006 in Oranjestad, Aruba.
- “Increasing Menu Sales Through Suggestive selling”. Educational seminar, The Dutch Association of Restaurateurs, November 30, 2006, Palm Beach, Aruba.
- “Menu Development and Enhancement”. Educational seminar. The Aruba Gastronomic Association, November 24, 2006, Palm Beach, Aruba.
- “Seminar on Strategic Direction of Museum Foodservice”, Presenter, The Virginia Museum of Fine Arts on April 23, 2002, Richmond, VA.
- “Menu Development and Enhancement”. Educational seminar delivered to Virginia 4-H Center. January 24, 2000, Roanoke Virginia.

### **MEDIA INTERVIEWS (Selected)**

FOX 35 Good Day Orlando, April 16, 2019. Spring Cleaning Refrigerator

<http://www.fox35orlando.com/good-day/386262775-video>

News13 April 14, 2019. Longtime Orlando Developer Going all in on High-End O-Town West

<https://www.baynews9.com/fl/tampa/news/2019/04/15/developer-chuck-whittal-new-project-o-town-west-doctor-phillips#>

Insider Health, February 4, 2019. 8 signs your carton of eggs has gone bad.

<https://www.thisisinsider.com/is-my-egg-carton-bad-2019-2>

FOX 35 Good Day Orlando, January 29, 2019. Tips on Foods You Can and Can't Freeze

<http://www.fox35orlando.com/good-day/386262775-video>

Insider Health, January 28, 2019. 10 Foods You Should Never Put in the Freezer

<https://www.thisisinsider.com/foods-not-to-put-in-the-freezer-2019-1#whole-eggs-might-burst-when-frozen-2>

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- Orlando Sentinel, December 5, 2018. SeaWorld Orlando joins Disney and Universal in giving workers a raise  
<https://www.orlandosentinel.com/business/tourism/os-bz-seaworld-raise-11-story.html>
- FOX 35 Good Day Orlando, November 19, 2018. Let's Talk Turkey: Food Safety Tips for Thanksgiving  
<http://www.fox35orlando.com/good-day/373928590-video>
- News 13, September 6, 2018. Disney workers OK contract with historic minimum wage hike.  
<http://www.mynews13.com/fl/orlando/business/2018/09/06/disney-workers-voting-on-new-contract-that-would-give-them-pay-raise>
- The Villages Daily Sun , September 2, 2018. Welcome to Water World!  
<http://www.traveloffer.in/welcome-to-water-world/>
- FOX 35 Good Day Orlando, August 8, 2018. Plastics warning.  
<http://www.fox35orlando.com/good-day/351982454-video>
- NPR Marketplace, June 18, 2018. Servers, steer clear of that table! Millennials are the worst tippers, report says  
<https://www.marketplace.org/2018/06/15/economy/servers-steer-clear-table-you-know-which-one>
- FOX 35 Good Day Orlando, May 21, 2018. Rinse Before You Wash: The Dirty Truth About Dishwashers.  
<http://www.fox35orlando.com/good-day/335150633-video>
- WFTV Action 9 Orlando, Fl. May 17, 2018. Action 9 investigates low restaurant fines following inspections  
<https://www.wftv.com/video?videoId=751000709&videoVersion=2.0>
- FOX 35 Good Day Orlando, April 19, 2018. Samonella scare expands: What you need to know to stay safe.  
<http://www.fox35orlando.com/good-day/328129949-video>
- FOX 35 Good Day Orlando, April 2, 2018. Food expiration dates: what to know and throw out.  
<http://www.fox35orlando.com/good-day/328129949-video>
- Orlando Sentinel, February 26, 2018. Florida restaurant inspection fines drop sharply under Rick Scott  
<http://www.orlandosentinel.com/business/consumer/os-bz-restaurant-fines-20180226-htmlstory.html>
- FOX 35 Good Day Orlando, February 19, 2018. Germiest Places in the Kitchen.  
[https://www.theepochtimes.com/germiest-places-in-the-kitchen\\_2445700.html](https://www.theepochtimes.com/germiest-places-in-the-kitchen_2445700.html)
- USA Today, February 14, 2018. Why some small restaurants hate Valentine's Day.  
<https://www.northjersey.com/story/money/2018/02/14/why-some-small-restaurants-hate-valentines-day/319611002/>
- FOX 35 News Orlando, February 12, 2018. Take-out orders: tip or don't tip?  
<http://www.fox35orlando.com/news/local-news/tipping-on-take-out-orders>
- Casino.org. November 9, 2017. Las Vegas Casinos Changing 'Do Not Disturb' Policies in Wake of Shooting  
<https://www.casino.org/news/las-vegas-casinos-changing-not-disturb-policies-wake-shooting>
- WFTV Action 9 Orlando, Fl. November 7, 2017. Central Florida restaurants that serve mislabeled fish to diners.  
<http://www.wftv.com/news/action-9/action-9-central-florida-restaurants-that-serve-mislabeled-fish-to-diners/641148571>
- WKMG News 6 Orlando, October 3, 2017. Hotel security expected to increase in short term after Las Vegas shooting.  
<https://www.clickorlando.com/news/hotel-security-expected-to-increase-after-las-vegas-shooting-expert-says>
- Las Vegas Review-Journal, October 11, 2017. 'Do not disturb' signs get another look after Las Vegas shooting  
<https://www.reviewjournal.com/business/tourism/do-not-disturb-signs-get-another-look-after-las-vegas-shooting/>
- Kiplinger Letter, September, 2017. Effeted of Hurricane Irma on Florida Tourism.
- FOX35 Good Day Orlando, September 19, 2017. Effeted of Hurricane Irma on Florida Tourism.
- WFTV 9 Orlando, September 13, 2017. Central Florida restaurants work to reopen after Hurricane Irma  
<http://www.wftv.com/news/local/action-9-central-florida-restaurants-work-to-reopen-after-hurricane-irma/608963132>
- The Associated Press, September 12, 2017. Irma's impact on Florida's tourism industry
- FOX35 Good Day Orlando, September 8, 2017. How to Prepare Your Refrigerator for Hurricane Irma.
- The Guardian, September 12, 2017. Florida tourist industry counts the cost of Irma's devastation.  
<https://www.theguardian.com/world/2017/sep/12/hurricane-irma-florida-tourism-industry-suffering>
- CBS Evening News September 2017, Interview Trump Hotels losing business.
- Arkansas Gazette, August 27, 2017. Slim Chickens open till 1am at 8 drive-thrus  
<http://www.arkansasonline.com/news/2017/aug/27/slim-chickens-open-till-1-a-m-at-8-driv/>
- Orlando Sentinel, August 8, 2017. Restaurants worry as food poisoning reports go viral.  
<http://www.orlandosentinel.com/business/consumer/os-bz-crowdsourcing-foodborne-illness-20170803-story.html>

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- Orlando Sentinel, July 27, 2017. Second luxury hotel planned for historic Sanford building.  
<http://www.orlandosentinel.com/news/seminole/os-sanford-downtown-new-hotels-20170713-story.html>
- Star Tribune, May 27, 2017. Poor treatment common at hotels, workers say.  
<http://www.startribune.com/poor-treatment-common-at-hotels-workers-say/424096143/>
- Miami Herald, May 17, 2017. Unfair treatment is common at hotels, workers say. For managers, it's a balancing act. <http://www.miamiherald.com/news/business/article150910822.html>
- The Daytona Beach News Journal, April 23, 2017. How clean is your favorite restaurant?  
<http://www.news-journalonline.com/news/20170422/how-clean-is-your-favorite-restaurant>
- Telus International, April 18, 2017 How to create loyal customers and brand evangelists in the travel and hospitality industry, <https://www.telusinternational.com/articles/travel-hospitality-loyal-customers-brand-evangelists/>
- 4-Traders.com, April 11, 2017. Macy converting part of Altamonte store into 'Backstage' outlet shop  
<http://www.4-traders.com/MACY-S-INC-12578/news/Macy-converting-part-of-Altamonte-store-into-Backstage-outlet-shop-24191090/>
- Orlando Sentinel, February 9, 2017, Traditional hotels, Airbnb listings see boost from NFL Pro Bowl weekend  
<http://www.orlandosentinel.com/business/os-bz-str-airbnb-occupancy-rates-20170201-story.html>
- Palm Beach Post, February 7, 2017, How do you figure out a restaurant's health inspection score? Read here.  
<http://www.mypalmbeachpost.com/business/consumer-advice/how-you-figure-out-restaurant-health-inspection-score-read-here/1Ufu3yOU5AbUHmzugCm8EK/>
- KSAT News 6 Orlando, December 20, 2016. SeaWorld Entertainment to layoff hundreds, Tourism expert says there are several factors in SeaWorld's layoffs. <http://www.ksat.com/news/seaworld-entertainment-to-layoff-hundreds>
- WFTV Channel 9 Orlando. Yelp including restaurant inspections along with reviews. December 6, 2016  
<http://www.wftv.com/news/action-9/action-9-yelp-including-restaurant-inspections-along-with-reviews/473662689>
- WKMG News 6 Orlando, SeaWorld Entertainment to layoff hundreds: Tourism expert says there are several factors in SeaWorld's layoffs. December 6, 2016. <http://www.clickorlando.com/news/seaworld-entertainment-to-layoff-hundreds>
- Snopes.com. Hotel Me Again. October 23, 2016. <http://www.snopes.com/trump-removes-name-from-hotels/>
- NBC News. With Empty Rooms and Bookings Plummeting, Trump Hotels Are Taking a Beating, by Harriet Baskas. October 20, 2016. <http://www.nbcnews.com/business/consumer/trump-hotels-getting-beat-trump-campaign-n670266>
- The Ledger, August 9, 2016, LEGOLAND, Editorial: The Zika risk, rightly understood  
<http://www.theledger.com/article/20160809/EDIT01/160809528>
- Steelers Lounge, August 8, 2016, Dithering Congress ignores growing risk of Zika  
<http://www.theledger.com/article/20160809/EDIT01/160809528>
- The Ledger, August 5, 2016, LEGOLAND, Bok Tower Gardens prepare for Zika but don't expect major effect  
<http://www.theledger.com/article/20160805/NEWS/160809664>
- WFTV, News 9, August 2, 2016, Owner stands by Orlando restaurant amid pages of violations  
<http://www.wftv.com/news/local/owner-stands-by-orlando-restaurant-amid-pages-of-violations/415819706>
- CBS, News 5, August 2, 2016, Disney gets foot scanner patent: Coming to parks soon?  
<http://www.cbs5az.com/story/32598579/disney-gets-foot-scanner-patent-coming-to-parks-soon>
- KRTV, News 3, August 2, 2016, Disney gets foot scanner patent: Coming to parks soon?  
<http://www.krtv.com/story/32598579/disney-gets-foot-scanner-patent-coming-to-parks-soon>
- Orlando Sentinel July 9, 2016, More complaints, but inspections close fewer restaurants, Kyle Arnold.  
<http://www.orlandosentinel.com/business/consumer/os-restaurant-inspections-20160708-story.html>
- Central Florida News 13, June 22, 2016, I-Drive retailers optimistic tourism will rebound from Pulse tragedy.  
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- MyNews 13, McDonald’s new “Create Your Taste” revolution, March 3, 2016
- FOX 13, “You’re throwing away too much food”, February 19, 2016
- Orlando Sentinel. “Northern Winter Park Retail Going Upscale”, February 28, 2016
- USA Today, Florida Today, “What Brevard Hospitality workers want you to know” February 19, 2016
- Orlando Sentinel. “Quick shipping takes shoppers out of stores” January 18, 2016
- Timeshare Board Members Association. Keynote Speaker, *Strategic Planning, Problem Solving, And Decision Making*. Denver, Colorado. October 25, 2015.
- Palm Beach Post. “Restaurant inspection letter grades have pros and cons” November 18, 2015
- Orlando Sentinel. “Hoteliers offer food and wine events during Epcot’s popular festival” October 6, 2015
- Orlando Sentinel. “Mom and pop eateries lose ground to chains.” October 4, 2015
- Orlando Sentinel. “State shutting down more local restaurants for violations.” August 15, 2015
- Timeshare Board Members Association. Keynote Speaker, *Strategies for Timeshare Advisory Boards*. Providence, Rhode island. May 20, 2015.
- WFTV Channel 9 Orlando, State inspects restaurant after Action 9 investigation, restaurants interview, May 15, 2015.
- WTVT FOX 13, Tampa, “The geometry of food” My Fox Tampa Bay consumer report segment on menu development and merchandizing, February 18, 2015.
- Hotel News Now, How technology is changing the hotel concierge, February 11, 2015.
- Pizza Today, Nora Caley interview December 3, 2014.
- FOX 35 Good Morning Orlando, Unhealthy Menu Eating Habits, August 3 2014
- FOX 35 Good morning Orlando, The Psychology Behind Restaurant Menus August 2014
- WMFE 90.7, Orlando, “Miami-based Burger King Offers Low Fat French Fries”, Interviewed by Alicia Mandigo about SatisFries by Burger King, September 25, 2013.
- WTVT FOX 13, Tampa, “The secret ways a menu seduces you” My Fox Tampa Bay consumer report segment on menu development and merchandizing, April 12, 2013.
- WFTV Channel 9 Orlando, New State of Florida rules on food sanitation and safety in Orlando restaurants interview, January 1, 2013.
- WFTV Channel 9 Orlando, Food sanitation and safety in Orlando restaurants interview, May 18, 2012.
- The Ledger.com, Lakeland based Crispers Chain Begins Testing New Breakfast Menu, December 5, 2011.

## **ADVISORY BOARD MEMBERSHIPS**

- |              |   |
|--------------|---|
| 2017-present | Senior Living Management BS Advisory Board, Rosen College, Chair  |
| 2017-present | Applied Industrial Microbiology Consortium, Burnett School of Biomedical Sciences                                 |
| 2015-present | Food Safety and Sanitation Advisory Board, Cleaning for Life Academy, Montreal Canada. Robert Bouchard, President |
| 2014-present | Hospitality Management BS Advisory Board, Rosen College, Chair  |
| 2014-present | Florence University of Arts, President’s Advisory Board, Florence Italy   |
| 2013-present | Food Protection Partnerships of Florida Advisory Board  |
| 2011-present | Eta Sigma Delta International Honor Society Board of Governor member  |

## **EDITORIAL BOARD**

- |               |   |
|---------------|---|
| 2015-present  | <i>Journal of Foodservice Business Research (Editorial Board)</i>                     |
| 2016- present | <i>International Journal of Contemporary Hospitality Management (Editorial Board)</i> |

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2013-present *Journal of Culinary Science & Technology* (Editorial Board)  
2013- present *Journal of Hospitality and Tourism Cases* (Editorial Board)

### **CONFERENCE SCIENTIFIC REVIEWER**

2010- present *International Council of Hotel, Restaurant, Institutional (CHRIE), Educators Conference*  
2009- present *International Society of Travel and Tourism Educators (ISTTE) Conference*  
2009- present *Annual Graduate Education and Graduate Student Research in Hospitality*  
2017 *World Research Summit for Tourism and Hospitality*  
2015 *World Research Summit for Tourism and Hospitality*  
2013 *World Research Summit for Tourism and Hospitality*

### **AD-HOC REVIEWER**

2015-present *Journal of Tourism Insights*  
2009 - present *International Journal of Hospitality Management*  
2009 - present *Cornell Hospitality Quarterly*  
2009- present *Journal of Hospitality and Tourism Research*  
2006- present *International Journal of Contemporary Hospitality Management*  
2010- present *Journal of Quality Assurance in Hospitality and Tourism*

### **ACADEMIC STANDING COMMITTEES**

2016-present Steering Committee University Faculty Senate  
2016-present Committee on Committees Committee University Faculty Senate  
2015-present University Faculty Senate  
2008-present University Course Review Committee  
2011- 2012 Steering Committee University Faculty Senate  
2011-2012 Committee on Committees Committee University Faculty Senate  
2010- 2012 University Faculty Senate  
2008- 2013 Chair College Graduate Policy and Curriculum Committee  
2006- 2013 Chair Undergraduate Policy and Curriculum College Committee  
2011-2013 Chair Doctoral Rotation Committee  
2008-2009 Chair College Faculty Assembly  
2008-2009 College Executive Committee  
2008-2009 University Policy & Curriculum Committee  
2007-2008 Vice Chair College Faculty Assembly  
2003-2013 College International Committee  
2003-2004 University Policy & Curriculum Committee

### **FACULTY ADVISOR ACTIVITIES**

2003-present Eta Sigma Delta Honor Society (ESD), Rosen College of Hospitality Management, University of Central Florida, Faculty Advisor to the largest chapter of ESD in the world.



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- 2010 National Restaurant Association (NRA), Michael E. Hurst, Salute to Excellence, Faculty Advisor. Travel to the NRA annual show in Chicago with two outstanding students to attend the Salute to Excellence forum, workshops and Gala.
- 2009 Pappas Work Preview Event, Escorted three students to the Papaps Restaurant Group's headquarters in Dallas, TX on April, 17- 19, for a weekend long interview and work preview
- 2004- 2008 National Restaurant Association (NRA), Michael E. Hurst, Salute to Excellence, Faculty Advisor. Travel to the NRA annual show in Chicago with two outstanding students to attend the Salute to Excellence forum, workshops and Gala.
- 2001- 2003 Eta Sigma Delta Honor Society (ESD), James Madison University, Showker College of Business, Hospitality Management Department Founding Faculty Advisor.

### **PROFESSIONAL MEMBERSHIPS**

- 2000-present Council on Hotel Restaurant Institutional Education (CHRIE)
- 1992-present National Restaurant Association, employer affiliation.
- 1989- 2005 American Culinary Federation (ACF)
- 1989- 2005 World Association of Cooks.