

**CURRICULUM VITA
OF
JINLIN ZHAO
SCHOOL OF HOSPITALITY& TOURISM MANAGEMENT**

EDUCATION

<u>Degree</u>	<u>Institution</u>	<u>Field</u>	<u>Dates</u>
Ph.D.	Virginia Polytechnic Institute & State University	Hospitality & Tourism Management	May, 1994
M.A.	Indiana University of Pennsylvania	Political Science	December, 1988
B.A.	Beijing Second Foreign Language Institute	English	February, 1979

FULL-TIME ACADEMIC EXPERIENCE

<u>Institution</u>	<u>Rank</u>	<u>Field</u>	<u>Dates</u>
Florida International University	Director, Graduate Program	Hospitality Management	5/2004-present
Florida International University	Graduate Faculty	Hospitality Management	5/2004-present
Florida International University	Associate Professor	Hospitality Management	8/2000-present
Florida International University	Acting Director	Hospitality Management, Luzern Program, Switzerland	10/2003- 12/2003
Western Carolina University	Associate Professor & Coordinator	Hospitality Management	8/1999-5/2000

Western Carolina University	Assistant Professor & Coordinator	Hospitality Management	8/1992-7/1999
Beijing Second Foreign Language Institute	Assistant Lecturer	English/Tourism Economy	2/1979-7/1987

PART-TIME ACADEMIC EXPERIENCE

<u>Institution</u>	<u>Rank</u>	<u>Field</u>	<u>Dates</u>
Hong Kong Polytechnic University	Visiting Associate Professor	Hotel Management	11/2006-present
Virginia Polytechnic Institute & State University	Teaching Assistant	Hospitality Management	1-7/1992
Virginia Polytechnic Institute & State University	Teaching Assistant	Hospitality Management	Summers of 1989,90 & 91
Indiana University of Pennsylvania	Graduate Assistant	Political Science	8/1987-12/1988

NON-ACADEMIC EXPERIENCE

<u>Place of Employment</u>	<u>Title</u>	<u>Dates</u>
2004 Athens Olympic Games, Athens, Greece	Team Leader	7-9/2004
Norwegian Cruise Line	Mystery Shopper	6-7/2004
Harbor Beach Marriott Hotel Ft. Lauderdale, FL	Faculty Intern	6/2001-4/2002
1996 Atlanta Olympic Games, Atlanta, GA	Food Service Manager	7-8/1996
Virginia Polytechnic Institute & State University, Blacksburg, VA	Assistant Food Service Manager	1/1989-1/1992 except for the summers
Phil's Pizza Restaurant,	Production Manager	5-8/1988

Sea Isle, NJ

China International Travel Service, Beijing, China	Voluntary Interpreter and Tour Coordinator	Summers of 1984, 85 & 86
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EMPLOYMENT RECORD AT FIU

<u>Rank</u>	<u>Dates</u>
Associate Professor (Tenured)	8/2000 - Present

PUBLICATIONS IN DISCIPLINE

Books

- Olsen, M.D. & Zhao, J.L. (2006). *Handbook for Strategic Management in the Hospitality Industry*. London: Elsevier. (in progress).
- Olsen, M.D. & Zhao, J.L. (2006). *Instructor's manual for strategic management in the hospitality industry* (3rd Ed.). Upper Saddle River, NJ: Prentice Hall, in progress.
- Olsen, M.D., Zhao, J.L., Sharma, A., & Choi, J.G. (2000). *Leading hospitality into the age of excellence--Expansion, competition and vision in the multinational hotel industry* (white paper). Paris: International Hotel & Restaurant Association.
- Olsen, M.D. Zhao, J.L., & Sharma, A. (2000). *The restaurant revolution--Growth, change and strategy in the international foodservice industry* (white paper). Paris: International Hotel and Restaurant Association.
- Olsen, M.D. & Zhao, J.L. (1999). *Instructor's manual for strategic management in the hospitality industry*. New York: John Wiley & Sons.

Papers in Professional Journals

Refereed Journals

- Hu, H.H, Parsa, H.G. & Zhao, J.L. (2006). The magic of price-ending choices in European restaurants - A comparative study. *International Journal of Contemporary Hospitality Management*, 18 (2), 110-122.
- Zhao, J.L. & Ho, T. (2006). Are foreign visitors more likely victimized? *Security Journal*, 19 (1), 33-44.

- Jang, Y.J. & Zhao, J.L. (2005). Explore customers' motivation and satisfaction with international casual-dining restaurants in Korea. *International Journal of Hospitality & Tourism Administration*, 6 (4), 91-106.
- Lee, K., Zhao, J.L., & Ko, J. (2005). Exploring the Korean wine market. *Journal of Hospitality & Tourism Research*, 29 (1), 20-41.
- Zhao, J.L., de Chabert-Rios, J., & Quinn, W. (2005). Buyer and seller relationships from buyer perspective. *Praxis-Applied Journal of Hospitality Management*, V7, N1, 96-108.
- Zhao, J.L., Ho, T. & Chen, C. (2004). Crimes against hotel visitors: an empirical study in Miami-Dade County, Florida. *Electronic Journal of Hospitality Legal, Safety & Security Research*, 2 (1).
- Harris, K. & Zhao, J.L. (2004). Industry internships: Feedback from participating faculty and industry executives. *International Journal of Contemporary Hospitality Management*, 16, 429-435.
- Bai, Y. & Zhao, J.L. (2003). Marketing strategy for Korean restaurants in Florida. *Journal of Foodservice Management*, 6, 85-100.
- Hu, H., Zhao, J.L., & Carter, C. (2003). Shipboard employees' job satisfaction. *FIU Review*, 21, 10-21.
- Lee, K. & Zhao, J.L. (2003). Japanese travelers' preferences in U.S. hotels. *Journal of Hospitality and Tourism Marketing*, 14 (2), 67-85.
- Harris, K., Swanger, N., Taylor, J., Thomas-Haysbert, C., & Zhao, J.L. (2002). Revving up for a new year: Faculty take to the field. *Journal of Hospitality & Tourism Education*, 14 (4), 41-46.
- Zhao, J.L. & Li, L. (2001). The restaurant industry in China: Assessment of the current status and future development. *Journal of Restaurant and Foodservice Marketing*, 4, (4), 155-172.
- Olsen, M.D. & Zhao, J.L. (2001). The restaurant revolution--Growth, change and strategy in the international foodservice industry. *Journal of Restaurant and Foodservice Marketing*, 4 (3), 1-34.
- Zhao, J.L. & Olsen, M.D. (1997). The antecedent factors influencing the entry mode choices of multinational lodging firms. *International Journal of Hospitality Management*, 16 (1), 79-98.
- Weaver, P.A., McCleary, K.W., & Zhao J.L. (1993). Segmenting the business traveler market. *Journal of Travel & Tourism Marketing*, 1 (4), 53-69. The first version of the paper was presented at the International Conference of CHRIE in Orlando, FL, 1992.
- Zhao, J.L. (1991). A current look at China's tourism and hospitality education at

universities and colleges. *International Journal of Hospitality Management*, 10 (4), 357-367. The first version of the paper was presented at the International Conference of CHRIE, in Washington, DC, 1990.

Non-refereed

Olsen, M.D. & Zhao, J.L. (2004). Industry change, environmental scanning and firm strategy: How is the hospitality industry doing? *Tourism and Hospitality Planning & Development*, 1 (1), 13-18.

Carter, C.M. & Zhao, J.L. (2003). A survey of customer service training for motor coach drivers in United States and Canada. *Review of Tourism Research*, 1 (4), 1-4.

Olsen, M.D. & Zhao, J.L. (1997). New management practice in the international hotel industry. *Travel & Tourism Analyst*, 1, 53-73.

Proceedings

Zhao, J.L. (2003). More Questions need to be answered in lodging franchising. 12th Nordic Symposium of Hospitality and Tourism Research, Stavanger, Norway.

Zhao, J.L. (2003). Mapping stakeholders in the lodging industry. 12th Nordic Symposium of Hospitality and Tourism Research, Stavanger, Norway.

Chapters in Books

Olsen, M.D. & Zhao, J.L. (2005). Business intelligence and environmental analysis. In *Cornell handbook of applied hospitality strategy*. Thousand Oaks, CA: Sage Publishing (in press).

Zhao, J.L. (1998). Globalization, multinationals and corporate strategy. In Olsen, M.D., West, J.J., & Tse, E. *Strategic management in the hospitality industry* (2nd ed.) (pp. 281-307). New York: John Wiley & Sons, 281-307.

Olsen, M.D., Zhao, J.L., Cho, W., & Tse, E. (1996). Hotel industry performance and competitive methods: A decade in review 1985-94. In *into the new millennium. A white paper on the global hospitality industry* (pp. 27-49). Paris: Internaitoanl Hotel Association, 27-49.

Zhao, J.L. & Merna, K. (1992). Impact analysis and the international environment. In Teare, R. and Olsen, M.D. *International hospitality management: Corporate strategy in practice* (pp. 3-30). London: Pitman, 3-30.

Book Reviews

Review of the book-- *Hospitality management strategies* by Ronald A. Nykiel, (2002). Requested by Prentice Hall Publishing company .

OTHER PUBLICATIONS

Zhao, J.L. (2003). Fight SARS and we definitely win. *China Tourist Hotels*. 15 (6), 30.

Zhao, J.L. (2000, August-December). Executive summary: Restaurant revolution [Chinese version]. *China Purchasers-China Hotel & Catering Supplies Special Issues*, 137-141.

Zhao, J.L. (1996, Sept. 24). The improvement of global menu at Atlanta Olympic Games. *China Sports Daily*, 3. Also published in *People's Daily, Overseas Edition* (Chinese version) and *Service Technology* (Chinese version).

Doctoral Dissertation Committee Membership

Completed

Wollard, K. (2006). *Best Practices in Exemplary Service Delivery A Multiple Case Study of Service Quality*. Unpublished doctoral dissertation, Florida International University, Miami.

Peart, J. (2005). *Effects of computer self efficacy and positive mood in business service encounters*. Unpublished doctoral dissertation, Florida International University, Miami.

Taylor, M. (2002). *The role of leadership in strategic management*. Unpublished doctoral dissertation, Virginia Polytechnic Institute and State University, Blacksburg,

Chair of Master's Industry Research Project Committee

Completed

Choi, J. (2006). *Customers' perception of healthy food when dining out in South Florid restaurants*. Unpublished master's hospitality industry project. Florida International University, Miami

Han, E. (2004). *College students' coupon usage at quick service restaurants in Korea: A motivational perspective*. Unpublished master's hospitality industry project. Florida International University, Miami

- Choi, S. (2004). *Criminal activities against hotel businesses and guests: An empirical study in Miami Beach*. Unpublished master's industry research project, Florida International University, Miami.
- Hong, M. (2004). *Measuring service quality of Asian theme casual restaurants and gap analysis between customers' expectation and perception using the SERVQUAL Model*. Unpublished master's industry research project, Florida International University, Miami.
- Abdullah, R. (2003). *Industry needs and expectations of the hotel and tourism management curriculum at Universiti Teknologi Mara, Malaysia*. Unpublished master's industry research project, Florida International University, Miami.
- Jang, Y. J. (2003). *Explorative study of the motivations of customers of foreign family restaurants in Korea*. Unpublished master's industry research project, Florida International University, Miami.
- Chen, C. (2003). *Crimes against hotel visitors: An empirical study in Miami-Dade County*. Unpublished master's industry research project, Florida International University, Miami.
- Li, T. (2003). *Employee motivation in Japanese restaurants in South Florida*. Unpublished master's industry research project, Florida International University, Miami.
- Choi, S. (2003). *The impact of gratuity policies on the job satisfaction of restaurant servers: Tip vs. service charge*. Unpublished master's industry research project, Florida International University, Miami.
- Lee, B. (2003). *Managers' perceptions of six sigma focused on hotels in the U.S.* Unpublished master's industry research project, Florida International University, Miami.
- Bassue, M. (2003). *Tourism sustainability in St. Kitts*. Unpublished master's industry research project, Florida International University, Miami.
- Kim, B. (2003). *College students' perception of Asian restaurants*. Unpublished master's industry research project, Florida International University, Miami.
- Kim, B. S. (2003). *An exploratory study about the motivation factors of hot springs choices in Korea*. Unpublished master's industry research project, Florida International University, Miami.
- Ariffin, H. F. (2002). *A study of relationship between job satisfaction an intention*

to leave among the graduates from the school of hospitality management, Mara University of Technology, Malaysia. Unpublished master's industry research project, Florida International University, Miami.

Lee, K. (2001). *Japanese travelers' unique preferences in U.S. hotels.* Unpublished master's industry research project, Florida International University, Miami.

Rusch, J. (2001). *Corporate culture and its impact on strategic implementation in hotel companies.* Unpublished master's industry research project, Florida International University, Miami.

Hu, H. (2001). *Employee satisfaction in the cruise line industry.* Unpublished master's industry research project, Florida International University, Miami.

PRESENTED PAPERS, LECTURES, EXHIBITIONS, AND PERFORMANCES

Paper Presentations

Blake, M. & Zhao, J.L. (2007). *the impact of a shared background on employees' job satisfaction, performance and retention in the south Florida spa industry.* 12th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Houston, TX.

Beltran, D. & Zhao, J.L. (2007). *The perspectives of Chinese overseas travel survey.* 12th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Houston, TX.

Wollard, K.K. & Zhao, J.L. (2007). *Setting the gold standard in exemplary service delivery.* 12th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Houston, TX.

Yi, S. & Zhao, J.L. (2007). *A study of price-perceived quality: brand image influence on customer's decision making process in restaurants in Miami.* 12th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Houston, TX.

Zhao, J.L. (2006). *The process and progress of groupization development of the world hotel industry.* The 3rd Forum of China Hotel Groupization Development, Hangzhou, China.

Zhao, J.L. (2006). *Olympic foodservice management, my two game experiences.* China Cuisine Association Seminar, Beijing, China.

- Ho, T. & Zhao, J.L. (2006). Understanding hotel crimes. Academy of Criminal Justice Sciences annual conference, Baltimore, MD.
- Dai, H. & Zhao, J.L. (2006). New Chinese franchise regulation presents great opportunity to foreign franchisers in Chinese restaurant industry. 11th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Seattle, WA
- Wang, J., Wang, M. & Zhao, J.L. (2006). The Effect of customer participation on service quality -- An empirical study in Tianjin hotels. 11th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Seattle, WA
- He, W. & Zhao, J.L. (2006). Exploring New Trends of Chinese Business Travel Market and Its Impact on Chinese Hotel Industry—an Environmental Scanning Approach. 11th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Seattle, WA
- Yang, J. & Zhao, J.L. (2006). A case study of hotel ownership reform in China. 11th Graduate Education & Graduate Student Research Conference of Hospitality & Tourism, Seattle, WA
- Zhao, J.L. (2005). Olympic Games and hotel marketing. Presentation at 2005 Beijing International Hospitality Forum, Beijing, China.
- Lee, K. & Zhao, J.L. (2005). Challenges for the U.S. fast-food industry: does the industry need a new strategic mindset? Presentation at the CHRIE Annual Conference, Las Vegas. NV.
- Hu, H., Parsa, H., & Zhao, J.L. (2005). Advertising Strategies and information processing: implications for international markets. Presentation at the CHRIE Annual Conference, Las Vegas, NV.
- Zhao, J.L. (2005). The foodservice management at the 2004 Athens Olympic Games. Presentation to Beijing Olympic Organizing Committee.
- Zhao, J.L. (2005). Seven forces driving change for the global hotel industry. Presentation to Wanghu Hotel management team.
- Hu, H., Parsa, HG, Zhao, J.L. & Naipaul, S. (2004). *Restaurant Pricing Strategies in Europe and Comparison with the Pricing Strategies in Asia and USA*. Paper presented at the EURO CHRIE Conference, Ankara, Turkey
- Ho, T. & Zhao, J.L. (2004). *Crimes against hotel visitors*. Paper presented at the conference of the American Society of Criminology, Nashville, TN.

- Chen, C., Zhao, J.L., & Ho, T. (2004) *Crimes against hotel visitors: An empirical study in Miami-Dade County, Florida*. Refereed paper presented at the annual conference of The International Council on Hotel, Restaurant and Institutional Education (CHRIE), Philadelphia, PA.
- Zhao, J.L. (2003). *More questions need to be answered in lodging franchising*. Paper presented at 12th Nordic Symposium of Hospitality and Tourism Research, Stavanger, Norway.
- Zhao, J.L. (2003). *Mapping stakeholders in the lodging industry*. Paper presented at 12th Nordic Symposium of Hospitality and Tourism Research, Stavanger, Norway.
- Bai, Y. & Zhao, J.L. (2003, May). *Customers' preference, recognition and satisfaction in Korean restaurants*. Paper presented at 1st conference of Asia-Pacific Economic Cooperation CHRIE, Seoul, South Korea.
- Lee, K. & Zhao, J.L. (2003). *Exploring consumer wine preference and marketing strategies in Korea*. Paper presented at annual conference of CHRIE, Palm Springs, CA.
- Hu, H., Zhao, J.L., & Carter, C. (2002). *Employee satisfaction in the cruise-line industry*. Paper presented at annual conference of CHRIE, Orlando, FL.
- Feigenbaum, S. & Zhao, J.L. (2002). *A case study of internal service quality*. Paper presented at annual conference of CHRIE, Orlando, FL.
- Zhao, J.L. (2001). *Globalization and competitive strategies of multinational hospitality firms*. Paper presented at Florida International Restaurant and Hotel Expo, Miami, FL.
- Lee, K. & Zhao, J.L. (2001). *Japanese travelers' unique preferences during a stay in U.S. hotels*. Paper presented at annual conference of CHRIE, Toronto, Canada.
- Zhao, J.L. (2001). *Current trends of the global hotel industry*. Paper presented at China Hotel Chain Development Strategy International Seminar, Shanghai, China.
- Olsen, M.D. & Zhao, J.L. (2000). *Visioning the future*. Paper presented at 38th Annual Congress of the International Hotel & Restaurant Association, London, England.
- Zhao, J.L. (2000). *What Chinese hotels need to do when China joins WTO*.

Paper presented at Seminar on Hotels Be Prepared When We Join WTO, China Hotel Association, Beijing, China.

Olsen, M.D. & Zhao, J.L. (1999). *Driving forces and competitive methods of the international restaurant companies*. Paper presented at 37th Annual Congress of the International Hotel & Restaurant Association, Durban, South Africa.

Zhao, J.L. (1999). *Expansion factors and methods of multinational lodging companies*. Paper presented at 21st Century Hotel Development Strategy Symposium, Guangzhou, China.

Zhao, J.L. (1998). *China restaurant industry—status and development*. Paper presented at 36th Congress of the International Hotel & Restaurant Association, Manila, Philippines.

Zhao, J.L. (1997). *A public and private partnership to promote regional travel and tourism industry*. Paper presented at annual conference of CHRIE, Providence, R.I.

Schmelzer, C.D., Zhao, J.L., & Cho, W. (1997). *Qualitative research in the hospitality and tourism industry*. Paper presented at Annual Conference of CHRIE, Providence, RI.

Zhao, J.L. (1996). *A case study of Cherokee Indian casino development*. Paper presented at annual conference of CHRIE, Washington, DC.

Olsen, M.D., Zhao, J.L., Tse, E., & Choi, J. (1995). *The global hotel trends and competitive methods of multinational hotel companies*. Paper presented at 33rd annual conference of International Hotel & Restaurant Association, Tel Aviv, Israel.

Zhao, J.L. & Tse, E. (1992). Analysis of strategic planning practice of four hotel chains. Paper presented at annual conference of CHRIE, Orlando, FL.

Zhao, J.L. & Khan, M. (1991). *Franchising: A U.S. lodging companies' tool for overseas expansion*. In Proceedings of annual conference of CHRIE, Houston, TX.

Field, B., Ross, G. & Zhao, J.L. (1991). *Franchising: Franchisee and franchisor perceptions of the relationship*. In Proceedings of annual conference of CHRIE, Houston, TX.

Papers submitted to journals for consideration

De Chaber-Rios, J. & Zhao, J.L. (2004). Profiling and studying the SOBE festival in an effort to provide strategic building block for successful festival management and growth. Manuscript submitted for publication to *Event Management*

Other Completed Research

Zhao, J.L. (2006). *Survey of 2006 South Beach Food & Wine Festival*.

Kay, C. & Zhao, J.L. (2006). *Employee opinion survey, Fisher Island Holdings, LLC. Miami, FL*

Kay, C. & Zhao, J.L. (2006). *Employee opinion survey, Marriott Hollywood Beach, FL*.

Kay, C. & Zhao, J.L. (2006). *Employee opinion survey, Williams Island, North Miami, FL*.

Kay, C. & Zhao, J.L. (2005). *Employee opinion survey, Economos Properties: Hilton Garden Inn, Miami, FL*.

Kay, C. & Zhao, J.L. (2005). *Employee opinion survey, Fisher Island Holdings, LLC. Miami, FL*

Kay, C. & Zhao, J.L. (2004). *Employee opinion survey, Holiday Inn, South Beach, Miami, FL*.

Kay, C. & Zhao, J.L. (2004). *Employee opinion survey, Sheraton Yankee Clipper Beach Hotel, Ft. Lauderdale, FL*.

Kay, C. & Zhao, J.L. (2004). *Employee opinion survey, Sheraton Trader Beach Hotel, Ft. Lauderdale, FL*.

Annene, J., Farrar, A., Jurowski, C., Murthy, B., Price, C., & Zhao, J.L. (1991). Content analysis of selected mandated health care legislative proposals for the American Hotel and Motel Association, with Center for Hospitality Research and Service, Department of HRIM, Virginia Polytechnic Institute and State University, Blacksburg, VA.

Research in Progress

Grant Research Proposal

Zhao, J.L., Moncarz, E. & Kay, C. (2005). Award \$14,000 for the research of Employee Retention Programs for the Lodging Industry.

Zhao, J.L., Tanke, M., & Kay, C. (2002). *Lodging survey on employee retention*. A submission to American Hotel and Lodging Foundation grant.

Zhao, J.L. & Bellucci, E. (2001). *Best practice in the lodging franchising*. A submission to American Hotel and Lodging Foundation grant.

PROFESSIONAL HONORS, PRIZES, FELLOWSHIPS

International Publishing

Emerald Highly Commended Award to Kimberly Harris and Jinlin Zhao for “Industry internships: feedback from participating faculty and industry executives”, *International Journal of Contemporary Hospitality Management*, 16 (7), 2004.

Emerald Management Review Award—Citation of Excellence for readability for the paper: Revving up for a New Year: Faculty take to the field, *Journal of Hospitality and Tourism Education*, 2002 (14) 4.

School/College

Received the College of Applied Sciences Governor’s Award for Innovation in Teaching, Western Carolina University (WCU), 1996.

University

Nominated for University Research and Creative Activities, FIU, 2004.
Nominated for University Scholar Award, WCU, 1998.

OTHER PROFESSIONAL ACTIVITIES AND PUBLIC SERVICE

International

Organized and presented at 2005 Tourism Seminar for Dalian Tourism Delegation, Miami, FL, November, 2005

Attended Annual Congresses of International Hotel & Restaurant Association, Beijing (2005), New York (11/2001), London (10/2000), Durban (10/1999), Amsterdam (10/1998), Manila (10/1997), Mexico City (1996), Tel Aviv (1995), Seville (10/1993)

Organized and presented at 2001 China Hotel Chain Development Strategy International Seminar, Shanghai, China, July 15-19.

Organized a workshop “Environmental scanning for private hoteliers”, at the 35th Annual Congress of the International Hotel & Restaurant Association, Amsterdam, The Netherlands, October, 1997.

Interviewed the CEOs or officers of five multinational hotel firms in London,

U.K., Seville, Spain and Washington, D.C. between October - December, 1993.

Pro-Bono Training Activities

Zhao, J.L. (2006). Global hotel trends. Seminar for Shandong Blue Horizon Group Co. LTD, Dongying, China.

Zhao, J.L. (2006). 2005 global hotel harvesting year. Seminar for Qingdao Haitian Hotel Management Group, Qingdao, China.

Zhao, J.L. (2006). Forces driving the world hotel industry. Seminar for the management of Zhaolong Hotel, Beijing, China

Training seminars for city, provincial & regional hotel associations in Beijing, Kunming, Hangzhou, Shanghai, and Fuzhou, China, summer of 2000.

Training seminars for city & provincial hotel associations in Nanchang, Hangzhou, Shanghai, Tianjin, and Sanya, China, summer of 1999.

Training seminars for city hotel associations in Beijing, Anshan, Dalai, and Qingdao, July, 1998.

Training seminar for Anshan International Hotel, Anshan, China, June 1995.

Training seminar for Society of Health Care-Nutrition-Gourmet Food of Beijing, Beijing, China, June, 1995.

Training seminar for Guizhou Provincial Hotel Executive Seminar, Guiyang, China, June 1995.

Training seminar for Beijing Hotel, Beijing, China, July, 1995.

Training seminar for Foodservice Managers' Meeting of Shijingshan District, Beijing, China, August, 1995.

Training seminar for Hotel Management Seminar for Hong Kong-Macau Industrial Company, at Atlanta Management Institute, Atlanta, GA, June, 1994.

Other Activities

Organized Study Abroad programs to China, School of Hospitality & Tourism Management, FIU, summers of 2005 and 2006.

Organized Study Abroad program to China, School of Hospitality Management, FIU, summers of 2001 and 2002.

Organized Study Abroad program to China, WCU, 1998, 1999 & 2000.

Attendance at the Think Tank Meeting of Safety and Security of International

Hotel & Restaurant Association, Orlando, FL, August 1998.

Conducted Study Abroad program - Swiss Summer Experience of 95, Switzerland, 1995.

Marketing activity for *International Journal of Hospitality Management*, at International Hotel, Motel and Restaurant Show, New York, 1990.

Paper reviewer

Paper reviewer for *Annals of Tourism Research*
2004- present

Paper reviewer for *Tourism Management*
2004- present

Paper reviewer for *Scandinavian Journal of Hospitality and Tourism*
2004-present

Paper reviewer for *Journal of Foodservice Business Research*
2001- present

Paper reviewer for *International Journal of Hospitality Management*
1993-present

Paper reviewer for *FIU Hospitality Review*
2000-present

Member, Editorial Board, *Journal of Human Resources in Hospitality & Tourism*, 2002- 2005

Public Service

International

A Visiting Professor at Tianjin University of Commerce, Tianjin, China,
2005- present

Member, Think Tank of Safety and Security of Hospitality Industry,
International Hotel & Restaurant Association, 1998 – 2002

Research Associate, Research Center of International Hotel & Restaurant
Association, 1993 - 2003

Member, Economic Committee, International Hotel Association, 1995 - 1997

Member, Strategic Planning Committee, International CHRIE, 1995 - 1997

Member, Restructuring Committee, International CHRIE, 1996 - 1997

Special Advisor for China Tourist Hotel Association, Beijing, China

8/1999 - present

An Honorary President of Qingdao Hotel Administration Academic Association, Qingdao, China, 1998

A Visiting Professorship at Bohai Hotel School of Northeast University of Finance and Economics, Dalai, China, 1998

A Management Advisor at Anshan International Hotel Ltd., Anshan, China 1998

Community Service

Board member of Chinese Medicine Institute, Miami
2001 – 2004

University Service

School

Member, Dean's Advisory Committee, FIU, 2001- 2003

Member, Graduate Faculty Credential Review Committee, School of Hospitality Management, FIU, 2003- present

University

Member, Graduate Curriculum Committee, Graduate School, FIU, 2005 -present

Member, Graduate Student Academic Grievance Committee, Graduate School, FIU, Spring 2004 -- present

Member, Academic Policy, Faculty Senate, FIU, 2003 – present

Member, Mentor and Mentored Committee, FIU, 2002 – 2003

Member, Faculty Senate Research Committee, FIU, 2001- 2003

Member, Honor College Advisory Committee, FIU, 2002-present

Member, Institutional Effectiveness, WCU, 1995 – 2000

Member, Tenure, Promotion and Reappointment Committee of College of Applied Sciences, WCU, 1998 – 2000

Member, Curriculum Committee of College of Applied Sciences, WCU
1999- 2000

Professional Memberships

Member, International Council on Hotel, Restaurant and Institutional Education,
1990- present

Member, Florida & Caribbean CHRIE, 2000-present

Member, Southeast CHRIE, 1990- 2000

Member, National Restaurant Association, 1992- 2000

Up dated 1/07