

## Curriculum Vitae

**JaeMin Cha, Ph.D.**  
**Assistant Professor**  
***The School of Hospitality Business***  
**Broad College of Business**  
**Michigan State University**  
**Telephone: (517) 353-9211**  
**Fax: (517) 432-1170**

## EDUCATION

### **Ph.D. in Organizational Communication, with a Specialization in Hospitality Business**

Michigan State University. Graduated in December 2005.

Department of Communication and *The School of Hospitality Business*

Dissertation advisor: Dr. Carl P. Borchgrevink

Dissertation title: *Effects of perceived service climate and service role ambiguity on frontline employees' service orientation in foodservice establishments*

### **The Michael L. Minor Master of Science in Foodservice Management**

Michigan State University. Spring 1997 - Summer 1998.

*The School of Hospitality Business*

### **International Hospitality Management, International Study Abroad Program**

Norwegian College of Hotel Management, Stavanger, Norway. Summer 1998.

### **Associate in Business in Culinary Arts Specialization**

Lansing Community College, Michigan. Fall 1996 - Spring 1998.

Department of Hotel & Foodservice Operations

### **Bachelor of Home Economics, majoring in Food Science and Nutrition**

Chung-Ang University, Korea. Spring 1992 – Spring 1995.

Department of Food Science & Nutrition

Thesis title: *Perspectives and future of Korean contract foodservice industry*

## PROFESSIONAL EXPERIENCE

### **Assistant Professor, Foodservice Management**

*The School of Hospitality Business, Michigan State University. Spring 2008 to Present.*

### **Assistant Professor, Foodservice and Restaurant Management**

*College of Hospitality and Tourism Management, Niagara University.  
Fall 2005 to Fall 2007.*

### **Instructor, Food Management: Food Safety and Nutrition (Virtual HB 265)**

*The School of Hospitality Business, Michigan State University. Summer 2004.*

### **Instructional Materials Developer and Designer**

*McCutchan Publishing Company: CA. Jan – May 2005 and Aug 2003 – Jan 2004.*

*Developing instructional materials accompanying two textbooks *Purchasing for Foodservice Managers* and *Menu Planning, Design, and Evaluation*.*

*Prentice-Hall, Pearson Education: NJ. February – July 2003.*

*Developing instructional materials accompanying textbook *Hotel Operations Management*.*

### **Instructor, Advanced Foodservice Operations (HB 485)**

*The School of Hospitality Business, Michigan State University. Summer and Fall 2001.*

*Co-teaching with American Academy of Chefs Hall of Fame, Chef R. Nelson (deceased)*

### **Graduate Research Assistant**

*The School of Hospitality Business, Michigan State University.*

*Emotionally Intelligent Leadership, Summer 2004 – Summer 2005.*

*Club Leaders' Leadership Qualities, Keys, and Essentials, Summer 2002 – Spring 2004.*

*Hospitality Business V-commerce (HB 370), Summer 2000.*

### **Graduate Teaching Assistant**

*The School of Hospitality Business, Michigan State University.*

*Managing for Quality in Hospitality Business (HB 415), Fall 2002 and Fall 2003.*

*Advanced Foodservice Management (HB 485), Fall 1999 – Spring 2001.*

*Quantity Food Production System (HB 345), Fall 1998 – Spring 1999.*

### **Banquet Cook and Banquet Server**

*Department of Foodservice & Banquet Operations. January – December 1999.*

*Kellogg Hotel and Conference Center, East Lansing, MI.*

### **Foodservice Coordination Internship**

*Foodservice Coordinating Office, University Residence Halls, May –September 1997.*

*Division of Housing and Foodservices, Michigan State University, East Lansing, MI.*

### **Dietetics Intensive Internship**

*Department of Dietetics & Foodservice. December 1994 – March 1995.*

*Chung-Ang University Medical Center, Seoul, Korea.*

## REFEREED PUBLICATIONS & ACCEPTED FOR PUBLICATIONS

- Cha, J., & Borchgrevink, B. (In Print). "Service Climate in Restaurant Settings." Accepted for publication in *Journal of Hospitality and Tourism Administration*.
- Beck, J., Cha, J., Knutson, B., and Kim, S. (2012). "The Relationship between Communication Apprehension and Satisfaction with Information among Lodging Revenue Managers." *Journal of Quality Assurance in Hospitality and Tourism*, 13 (4).
- Koenigsfeld, J., Kim, S., Cha, J., Cichy, R.F., & Perdue, J. (2012). "Developing a Competency Model for Private Club Managers." *International Journal of Hospitality Management*, 31 (3), 633-641.
- Kim, S., Cichy, R.F., Cha, J., Kim, M., & Tkach, J. (2012). "Effects of Board Size and Board Involvement on a Private Club's Financial Performance." *International Journal of Contemporary Hospitality Management*, 24(1), 7-25.
- Cha, J., Cichy, R.F., & Kim, S. (2011). "Commitment and Volunteer-Related Outcomes among Private Club Board and Committee Member Volunteer Leaders." *Journal of Hospitality and Tourism Research*, 35(3), 308-333.
- Beck, J., Knutson, B., Cha, J., & Kim, S. (2011). "Developing Revenue Managers for the Lodging industry." *Journal of Human Resources for Hospitality and Tourism*, 10(2), 182-194.
- Kim, S., Cha, J., Knutson, B.J., & Beck, J. (2011). "Development and Testing of a Consumer's Experience Index (CEI)." *Managing Service Quality*, 21(2), 112-132.
- Beck, J., Knutson, B.J., Kim, S., & Cha, J. (2010). "Developing the Dimensions of Activities Important to Successful Revenue Management Performance: An Application of the Lodging Industry." *International Journal of Revenue Management*, 4 (3/4), 268-283.
- Knutson, B.J., Beck, J., Kim, S., & Cha, J. (2010). "Service Quality as a Component of the Hospitality Experience: Proposal of a Holistic Model and Framework for Research." *Journal of Foodservice Business Research*, 13(1), 15-23.
- Cha, J., Cichy, R.F., & Kim, S. (2009). "The Contribution of Emotional Intelligence on Social Skills and Stress Management Skills among National Automatic Merchandising Association (NAMA) Vending and Coffee Service Industries Executives." *Journal of Human Resources in Hospitality & Tourism*, 8(1), 15-31.
- Cichy, R.F., Cha, J., & Kim, S. (2009). "The Relationship Between Organizational Commitment and Contextual Performance among Private Club Leaders." *International Journal of Hospitality Management*, 28, 53-62.

## **REFEREED PUBLICATIONS & ACCEPTED FOR PUBLICATIONS**

**(Cont'd)**

Cichy, R.F., Cha, J., & Kim, S. (2009). "Examining the Relationship between Emotional Intelligence and Contextual Performance: Application to National Automatic Merchandising Association (NAMA) Vending and Coffee Services Industries Executives." *Journal of Human Resources in Hospitality & Tourism*, 8(2), 170-183.

Knutson, B.J., Beck, J., Kim, S., & Cha, J. (2009). "Identifying the Dimensions of the Guest's Hotel Experience." *Cornell Hospitality Quarterly*, 5, 44-55.

Cichy, R.F., Cha, J., & Kim, S. (2007). "Private Club Leaders' Emotional Intelligence: Development and Validation of a New Measure of Emotional Intelligence." *Journal of Hospitality & Tourism Research*, 31(1), 39-55.

Cichy, R.F., Cha, J., Kim, S., & Singerling, J.B. (Spring 2007). "Emotional Intelligence and Organizational Commitment Among Private Club Board and Committee Volunteer Leaders: A Pilot Study." *Florida International University Hospitality and Tourism Review*, 25(1), 40-49.

Cichy, R.F., Geerdes, R.M., & Cha, J. (Spring 2006). "The Emotional Intelligence of National Automatic Merchandising Association (NAMA) Vending and Coffee Services Industries Executives: A Pilot Study." *Florida International University Hospitality and Tourism Review*, 24(1), 77-84.

Knutson, B.J., Beck, J., Kim, S., & Cha, J. (2006). "Identifying the Dimensions of the Experience Constructs." *Journal of Hospitality & Leisure Marketing*, 15(3), 31-47.

Cichy, R.F., Cha, J., & Knutson, B.J. (Fall 2004). "The Five Essentials of Private Club Leadership." *Florida International University Hospitality Review*, 22(2), 46-58.

## **NON-REFEREED PUBLICATIONS**

Cichy, R.F., Kim, S., Cha, J., Tkach, J., & Kim, M. (November/December, 2010). "Who is the Leader of Our Club?" *Club Management*. 89(6), 15.

Cichy, R.F., Kim, S., Cha, J., Tkach, J., & Kim, M. (September/October, 2010). "Volunteer Board and Committee Members' Roles in Communicating in a Private Club." *Club Management*, 89(5), 14-15.

Cichy, R.F., Kim, S., Cha, J., Tkach, J., & Kim, M. (August/September, 2010). "Board Members: Do You Know What is Expected of You From Your GM/COO?" *At Your Service*, Premier Club Services Newsletter, 18(4), 12.

## NON-REFEREED PUBLICATIONS (*Cont'd*)

- Cichy, R.F., Kim, S., Cha, J., & Singerling, J.B. (July/August, 2009). "Test Your Emotional Intelligence: Are You a Chief Relationship Officer?" *Club Management*, 88(4), 12-13, 21.
- Cichy, R.F., Cha, J., & Kim, S. (November/December, 2009). "The Supervisor's In + Out + Relations = Emotional Intelligence." *Vending & OCS*, 17(3), 34-35.
- Cichy, R.F., Singerling, J.B., Cha, J., Kim, S., & Dore, A. (September/October, 2007). "EI Survey Says: Insight into Private Club Leaders' Emotional Intelligence, Social Skills, and Stress Management Skills." *Club Management*, 40-42.
- Cichy, R.F., Singerling, J.B., Cha, J., Kim, S., & Dore, A. (July/August, 2007). "What does Emotional Intelligence Have to Do with Organizational Leadership in a Club?" *The BoardRoom*. 11:32, 113.
- Cichy, R.F., Singerling, J.B., Cha, J., Kim, S., & Dore, A. (May/June, 2007). "What do IN, OUT, and RELATIONSHIPS Have to Do with Being a Private Club Leader?" *The BoardRoom*. 11: 38, 39, 92, 94, 96.
- Cichy, R., Singerling, J.B., Cha, J., & Kim, S. (August, 2005). "The Emotional Intelligence of Private Club Leaders." *Club Management*, 84(4), 38, 40.
- Cichy, R., Singerling, J.B., Cha, J., & Kim, S. (July/August, 2006). "Emotional Intelligence and Your Feelings about Your Volunteer Board Leadership in Your Club." *The BoardRoom*, 10: 26, 28, 74.

## OTHER PUBLICATIONS: INSTRUCTIONAL MANUALS

- Cha, J. *Instructor's Materials* (CD including PowerPoint supplements), accompanying textbook *Purchasing for Foodservice Managers*, by Warfel, M.C. (deceased) and Cremer, M.: California, 2005, McCutchan Publishing Corporation.
- Cha, J. *Instructor's Materials* (CD including test bank and PowerPoint supplements), accompanying textbook *Menu Planning, Design, and Evaluation* by Ninemeier, J. and Hayes, D.: California, 2004, McCutchan Publishing Corporation.
- Cha, J. *Instructor's Materials* (published instructor's manual-56 pages, Test Bank: *TestGen*, and PowerPoint supplements), accompanying textbook *Hotel Operations Management*, by Hayes, D. and Ninemeier, J.: New Jersey, 2003, Prentice-Hall.

## MANUSCRIPTS UNDER REVIEW

- Borchgrevink, C.P., Cha, J., & Kim, S. "Handwashing Practices in a College Town Environment." In revision for *Journal of Environmental Health*.
- Cha, J., Cichy, R.F., Kim, S., Kim, M., & Tkach, J. "General Managers' and Chief Operating Officers' Evaluations of Private Club Boards of Directors." In revision for *International Journal of Hospitality Management*.
- Kim, S., Cha, J., Cichy, R.F., Kim, M., and Tkach, J. "Productive Use of the Private Clubs' Volunteer Leaders: A Content Analysis from GMs' and COOs' Open-Ended Survey Responses." In revision for *Cornell Hospitality Quarterly*.
- Singh, A.J., Knutson, B., Kim, S., and Cha, J. "Trends in American Customer Satisfaction Index (ACSI) in the Hotel Industry over the Past Decades." In revision for *Cornell Hospitality Quarterly*.

## CONFERENCE PROCEEDINGS & PRESENTATIONS

- Kim, S., & Cha, J. (2012). "Comparing e-Service Quality Between Online Travel Agencies and Hotel-owned Websites." Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Kim, S., Cha, J., & Cichy, R. (2012). "Sustainability Business Practices in The Private Club Industry." Conference Stand-up Presentation, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, March.
- Beck, J., Cha, J., & Kim, S. (2012). "Proactive Behavior and The Lodging Revenue Manager." Conference Stand-up Presentation, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, March.
- Cha, J., Kim, S., & Cichy, R. (July, 2011). "Predicting the Hospitality Students' Intent to Involve as Active Alumni." Conference Stand-up Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Denver, CO.
- Singh, A., Knutson, B.J., Cha, J., & Kim, S. (2011). "Trends in Guest Satisfaction from 1994-2009 in the U.S. Hotel Industry. Interpretation and Analysis of the American Customer Satisfaction Index (ACSI) Model." Conference Proceedings, 7<sup>th</sup> Annual International Conference on Tourism. Athens Institute of Education and Research (ATINER), Athens, Greece, June.
- Borchgrevink, C.P., Cha, J., & Kim, S. (July, 2011). "Handwashing Compliance Rates and Predictors in a College Town Environment." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, Denver, CO.

## CONFERENCE PROCEEDINGS & PRESENTATIONS (*Cont'd*)

Cha, J., Borchgrevink, C., & Kim, S. (April, 2011). "Handwashing Behaviors in Foodservice Establishments' Restrooms." Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI.

Park, H. & Cha, J. (April, 2011). "Identifying Perceived Attributes of Japanese Restaurants." Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI.

Kim, S., Cichy, R.F., Cha, J., Kim, M., & Tkach, J. (July, 2010). "Private Club Board Development, Board Performance, and Satisfaction with the Board: From Perspectives of General Managers and Chief Operating Officers." International Council on Hotel, Restaurant, and Institutional Education Conference, San Juan, Puerto Rico.

Beck, J., Cha, J., Kim, S., & Knutson, B.J. (July, 2010). "Effect of Communication Apprehension on Job Satisfaction with Information and Organizational Commitment among Lodging Revenue Managers." International Council on Hotel, Restaurant, and Institutional Education Conference, San Juan, Puerto Rico.

Cha, J., Kim, S., & Cichy, R.F. (July, 2009). "Job Satisfaction, Organizational Commitment, and Contextual Performance: Examining Effects of Work Status and Emotional Intelligence among Private Club Staff." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, San Francisco, CA.

Beck, J.A., Knutson, B.J., Cha, J., & Kim, S. (July, 2009). "Developing Revenue Managers: A Challenge for the Lodging Industry." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, San Francisco, CA.

Kim, M., Tkach, J., Kim, S., & Cha, J. (January, 2009). "Exploring the Factors Influencing Student Volunteer Involvement in College Student-led Clubs and Event Activities." Conference Proceedings, 14th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV.

Cha, J., Kim, S., & Cichy, R.F. (July, 2008). "Commitment and Volunteer-related Outcomes Among Private Club Board and Committee Volunteer Leaders" Poster presented at International Council on Hotel, Restaurant, and Institutional Education Conference, Atlanta, GA.

Knutson, B.J., Beck, J.A., Kim, S., & Cha, J. (May, 2008). "Service Quality as a Component of the Hospitality Experience: Proposal of a Conceptual Model and Framework for Research." Conference Proceedings, International Conference on Services Management, College Station, PA.

## CONFERENCE PROCEEDINGS & PRESENTATIONS (*Cont'd*)

- Kim, S., Cha, J., Knutson, B.J., & Beck, J.A. (July, 2007). "Measuring the Experience Constructs: A Scale Development and Validation." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, Dallas, TX.
- Cha, J., Cichy, R., & Kim, S. (December, 2005). "Relationship between Emotional Intelligence and Contextual Performance among Private Club Leaders." Paper presented at Third Annual Great Lakes Hospitality and Tourism Educators Conference, East Lansing, MI.
- Cichy, R., Cha, J., Kim, M., & Longstreth, J. (December, 2005). "The Automatic Merchandising and Coffee Service Leaders' Emotional Intelligence." Paper presented at Third Annual Great Lakes Hospitality and Tourism Educators Conference, East Lansing, Michigan.
- Cichy, R., Cha, J., & Kim, S (April, 2005). "Private Club Leaders' Emotional Intelligence – Validating a New EI Scale." Paper presented at Second Annual Great Lakes Hospitality and Tourism Educators Conference, Indianapolis, IN.
- Beck, J., Knutson, B., Kim, S., & Cha, J (April, 2005). "Perceived Importance of Meeting and Event Planning Activities: An Analysis of Association, Corporate, and Third Party Meeting Planners." Paper presented at Second Annual Great Lakes Hospitality and Tourism Educators Conference, Indianapolis, IN.
- Cha, J., Cichy, R., & Knutson, B. (April, 2004). "The Five Essentials of Private Club Leadership." Paper presented at First Annual Great Lakes Applied Research and Teaching Conference, Michigan Council on Hotel, Restaurant, and Institutional Education, Ann Arbor, MI.
- Cha, J., & Borchgrevink, C. (August, 2002). "Needs Assessment of Potential Graduate Students for Online Hospitality Graduate Program." Paper presented at International Council on Hotel, Restaurant, and Institutional Education, Orlando, FL.
- Cha, J., Singh, A., & Lee, S. (August, 2002). "Investigations of Perceived Attitudes toward Online Courses and Perceived Online Course Features: Application to Undergraduate Hospitality Technology Course." Paper presented at International Council on Hotel, Restaurant, and Institutional Education, Orlando, FL.
- Cha, J., Huh, C., & Cho, I. (July, 2002). "Who Buys Airline Tickets from the Internet?: Profiling Korean Adopters and Non-adopters of Online Airline Tickets." Paper presented at 6<sup>th</sup> Annual Conference of Asian Pacific Tourism Association, Dalian, China.



## CONFERENCE PROCEEDINGS & PRESENTATIONS (*Cont'd*)

- Cha, J. (July, 2002). "The Diffusion of Internet Use to Purchase Airline Tickets: Examining a Mediating Role of Risk in Purchasing Behavior." Paper presented at 52<sup>nd</sup> Annual Conference of the International Communication Association, Seoul, Korea.
- Cha, J., Huh, C., & Borchgrevink, C. (January, 2002). "Perceived Importance of Attributes in Dining at University Cafeteria Among Diners." Paper presented at 7<sup>th</sup> Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Cha, J. (January, 2001). "Diffusion of Online Airline Ticket Purchases." Paper presented at 6<sup>th</sup> Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Atlanta, GA.

## PUBLICATIONS IN PROGRESS

- Cha, J. & Borchgrevink, C.P. "Effect of Team-Member Exchange on Service Orientation among Frontline Employees." Target Journal: *Journal of Service Management*.
- Cha, J., Kim, S., & Cichy, R.F. "Work Status Revisited: The Crucial Role of the Emotional Intelligence on Work-related Outcomes." Target Journal: *International Journal of Hospitality and Tourism Administration*.
- Cha., J., Kim, S., & Cichy, R.F. "Hospitality Students' Future Intention to Involve as Active Alumni." Target Journal: *International Journal of Contemporary Hospitality Management*.
- Cha, J., Lee, S., & Kim, S. "Exploring the Relationship between Social Media and Organizational Performance in the Context of Restaurants." Target Journal: *International Journal of Contemporary Hospitality Management*.
- Kim, S., Cha, J., & Yoon, S-S. "Comparing e-Service Quality Between Online Travel Agencies and Hotel-owned Websites." Target Journal: *Journal of Hospitality and Tourism Research*
- Kim, S., Cha, J., Singh, A.J., & Knutson, B. "Evaluating Stability of American Customer Satisfaction Index (ACSI) Model in Hotel Industry." Target Journal: *International Journal of Hospitality Management*.
- Kim, S., Cha, J., & Kim, S-B. "Exploring Attitudinal Factors in Green Certified Hotel Choice." Target Journal: *Journal of Hospitality and Tourism Research*.

## **PUBLICATIONS IN PROGRESS (*Cont'd*)**

Kim, S., Cha, J., Cichy, R.F., Tkach, J., & Kim, M. "Predicting Student Club Involvement on Academic Success and Career Choice Satisfaction."

Target Journal: *Journal of Hospitality and Tourism Education*.

Cichy, R.F., Koenigsfeld, J., Kim, S., & Cha, J. "Career Development Plan for Private Club Managers." Target Journal: *Club Management*.

Koenigsfeld, J., Kim, S., Cha, J., Cichy, R.F., & Perdue, J. "A Multivariate Model of Gender Differences in the Competency Model for Private Club Leaders."

Target Journal: *Journal of Human Resources in Hospitality and Tourism*.

## **RESEARCH IN PROGRESS**

Online Reviews and Social Media Impacts on Hotel and Restaurant Business (with Kim, S.)

Handwashing Practices among College Students: Investigating a Gender Difference (with Borchgrevink, C. & Kim, S.)

Effects of Service Climate and Service Role Ambiguity on Frontline Employees' Service Orientation in Foodservice Establishments (with Borchgrevink, C.)

The Content Analysis of Statistical Research Methods Used in Top-tier Hospitality Journals. (with Kim, S.)

Factors Predicting Healthy Behaviors for College Students (with Borchgrevink, C., & Kim, S.)

Sustainable Business Practices in Private Club Industry: Perspectives from Private Club COOs/GMs. (with Cichy, R.F., Kim, S., and Koenigsfeld, J.)

The Effect of Supervisor's Feedback on Job Satisfaction and Transfer of Training Among Taiwanese Hospitality Employees (with Huang, T.)

Examining the Relationship Between Training Climate and Contextual Performance Among Taiwanese Hospitality (with Huang, T.)

Studying Women Leaders in the Private Club Industry (with Cichy, R.F. and Kim, S.)

## **GRANT ACTIVITIES**

Cha, J. (Summer, 2012). Restaurant Diners' Evaluations of Organic and Local Foods, Summer 2012 Research Grants Competition. The Eli Broad College of Business. Amount: \$14,500 (funded).

Cha, J., Kim, S., & Borchgrevink, C. (2011). Increased Sustainability through Food Waste Reductions at MSU Culinary Services: Targeting both Pre-consumer and Post-consumer Wastes from MSU Residence Dining Halls, Sustainability Seed Grant, MSU Office of Campus Sustainability. Amount requested: \$71,680 (not funded).

Cha, J., & Borchgrevink, B. (2011). Adoption of Michigan-grown Local Foods in the Restaurant Environment: Focusing on Michigan Restaurant Operators. Michigan Applied Public Policy Research (MAPPR) Grant Proposals, MSU Institute for Public Policy and Social Research, Requested amount: \$25,000 (not funded).

Cha, J. (Summer, 2011). Integrating Revenue Management and Customer Relationship Management in the Restaurant Industry, Summer 2011 Research Grants Competition. The Eli Broad College of Business. Amount: \$15,000 (funded).

## **PROFESSIONAL LICENSES / CERTIFICATES**

### **Certified ServSafe Instructor**

National Restaurant Association Educational Foundation, certified in Spring 2006.

### **Certificate of Specialization in Food & Beverage Management**

Educational Institute of American Hotel & Motel Association, USA. Fall 1999 - Fall 2001. Distance Educational Program; five courses in foodservice operations (awarded with honors).

### **Certificates in Survey Research Techniques**

University of Michigan, Institute for Social Research, Survey Research Center. 53<sup>rd</sup> Summer 2000 Institute.

### **Korean National Technical Certificates**

Korean Human Resources Management Institute. 1994.

Korean Professional Bakery Certificate

Korean Professional Cook Certificate

## SERVICE ACTIVITIES

**Advisory Council Committee Member**, *The School of Hospitality Business*  
Michigan State University, Spring 2008 to Present.

**Scholarship Committee**, *The School of Hospitality Business*  
Michigan State University, Fall 2008 to Present.

**Undergraduate Program Committee**, *The School of Hospitality Business*  
Michigan State University, Fall 2008 to Present.

**Faculty Advisor**, Eta Sigma Delta, *The School of Hospitality Business*  
Michigan State University Chapter, Fall 2008 to Present.

**Editorial Advisory/Review Board**  
*Journal of Hospitality & Tourism Education*, 2009 to Present.

**Paper Review Committee Member**, Track of Lodging Operation/Education.  
Conference Proceedings, International Council on Hotel, Restaurant, and Institutional  
Education Conference, 2008 to Present.

**Paper Review Committee Member**, Tracks of Human Resources, Training and Education,  
and Careers, Conference Proceedings, 7<sup>th</sup> APacCHRIE Conference, 2009.

**Paper Reviewer**, Track of Foodservice Management, Conference Proceedings  
Great Lakes Hospitality & Tourism Educators Conference, 2011 to Present.

**Paper Reviewer**, Tracks of Hospitality Management, Conference Proceedings.  
Korea America Hospitality & Tourism Educators Conference, 2011 to Present.

**Best Undergraduate Research Paper Award Committee**  
Korea America Hospitality & Tourism Educators Conference, 2012.

**Ad Hoc Referee, Track of Revenue Management**  
Cornell Hospitality Quarterly, 2010 to Present.

**Ad Hoc Referee, Track of Club Management**  
*International Journal of Hospitality and Tourism Administration*, Spring 2011 to Present.

**Ad Hoc Referee**, Tracks of Foodservice and Human Resource Management  
*Journal of Hospitality and Tourism Research*, 2008 to Present.

**Ad Hoc Referee**, Track of Human Resource Management  
*International Journal of Hospitality Management*, 2008 to Present.

## **SERVICE ACTIVITIES (*Cont'd*)**

**Ad Hoc Referee**, Tracks of Foodservice and Human Resource Management.  
International Journal of Contemporary Hospitality Management. 2010 to Present.

**Paper Review Committee Member**, Track of Foodservice/Restaurant Management.  
Graduate Education & Graduate Student Research Conference in Hospitality and Tourism,  
2006 to 2008, 2010- Present.

**Faculty Advisor**, Hospitality Business Korean Student Association.  
Michigan State University, Spring 2008 to Present.

**Invited Speaker and Consultant, Haslett Robotics Club, First Lego League (FLL)**  
Haslett Elementary and Middle School Students, Consulting Food Factor Project –  
Food Safety with an Emphasis in Contaminates.  
Fall 2011.

**Dining Services Committee Member**, University Committee.  
Niagara University, Fall 2006 to Fall 2007.

**Chapter Advisor and Moderator, Eta Sigma Delta**, International Honor Society for  
Hospitality and Tourism Students, College of Hospitality and Tourism Management,  
Niagara University, Fall 2006 to Fall 2007.

**Contributor, Chapter of Library and Learning Resources**, ACPHA (Accreditation  
Commission for Programs in Hospitality Administration) reaccreditation process for  
College of Hospitality and Tourism Management, Niagara University  
Fall 2005 to 2006.

**Co-facilitator of Strategic Business Planning**, Cold Stone Creamery, Western New York  
August 2006 to September 2006.

**Textbook Reviewer**, *Principles of Food, Beverage, and Labor Cost Controls*, 8<sup>th</sup> edition  
Textbook authored by P. Dittmer and J. Keefe III, published by Wiley, Spring 2006.

**Special Guest Speaker**, Preparing for Academic Life Intensive Course  
English Language Center, Michigan State University.  
Summers 2004, 2005, 2006, 2008, 2009, 2010, and 2011.

**Textbook Reviewer**, *Managing for Quality in Hospitality Business*  
Textbook authored by R. Cichy and J. King, published by Prentice-Hall, Fall 2004.

**Featured Guest Speaker**, Semester Closing Ceremony Special Presentation  
English Language Center, Michigan State University. Spring 2002.

**Foodservice Coordinator**, College Student Group  
Chung-Ang University Methodist Church, Korea, Fall 1992 to Summer 1995.

## PROFESSIONAL MEMBERSHIPS

### **International Council on Hotel, Restaurant, and Institutional Education Member**

2000 -2002, and 2006 – Present.

### **National Restaurant Association Member**

2006 – Present.

### **Michigan Hospitality Education Alliance (MIHEA) Member**

Spring 2008 to Present.

### **Women's Foodservice Forum Member**

Summer 2008 to Present.

### **The Korea America Hospitality & Tourism Educators Association Member**

Spring 2011 to Present.

### **Hospitality and Tourism Management (HTM) Research and Education Forum Member**

2009 to Present.

## AWARDS, SCHOLARSHIPS AND FELLOWSHIPS

### **Best Paper Award, April 7-9, 2012.**

Comparing e-Service Quality between Online Travel Agencies and Hotel-owned Websites. Awarded by Korea America Hospitality and Tourism Educators Association (KAHTEA), 2<sup>nd</sup> Annual KAHTEA Conference, Las Vegas, Nevada.

### **Certification of Appreciation. Spring 2007.**

Awarded by the Office of Multicultural and International Student Affairs, Niagara University.

### **Dissertation Completion Fellowship. Spring 2005.**

Awarded by the Graduate School, Michigan State University.

### **International Foodservice Editorial Council Scholarship. Spring 2004.**

Awarded by the International Foodservice Editorial Council, Hyde Park, NY

### **Homer Higbee International Education Scholarship. Spring 2004.**

Awarded by Office of International Studies and Scholars, Michigan State University.

### **H. William & Elizabeth A. Klare Memorial Fellowship. Fall 2001 and Spring 2002.**

Awarded by *The School of Hospitality Business*, Michigan State University.

### **Jon Shall Memorial Scholarship. Spring 2000.**

Awarded by *The School of Hospitality Business*, Michigan State University.

## **AWARDS, SCHOLARSHIPS AND FELLOWSHIPS (*Cont'd*)**

**Michael L. Minor Research Fellowship.** Spring 2000.

Awarded by *The* School of Hospitality Business, Michigan State University.

**Chrysler Corporation Scholarship.** Summer 1998.

Awarded by the Office of Study Abroad, Michigan State University.

**Highest GPA Scholarships.** Five-time winner of Full Tuition Fee Waivers. 1993 - 1995.

Awarded by Department of Food & Nutrition, Chung-Ang University.

Updated on April 29, 2012