

## Curriculum Vitae

**JaeMin Cha, Ph.D.**  
**Assistant Professor**  
***The School of Hospitality Business***  
**Broad College of Business**  
**Michigan State University**  
**Telephone: (517) 353-9211**  
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### 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 *International Journal of Hospitality and Tourism Administration*.
- Cha, J., Kim, S., & Cichy, R. (2013). "Hospitality Students' Intent to Become Involved as Active Alumni: A Predictive Model" Accepted for publication in *Journal of Hospitality and Tourism Education*, 25(1).
- Cha, J. (2012). "Pink Slime or Lean, Finely Textured Beef: Controversial Debate" *Journal of Hospitality & Tourism Cases*.
- Cha, J., Cichy, R.F., Kim, S., Kim, M., & Tkach, J. (2013) "General Managers' and Chief Operating Officers' Evaluations of Private Club Boards of Directors." *International Journal of Hospitality Management*, 32(1), 245-253.
- Borchgrevink, C.P., Cha, J., & Kim, S. (2013) "Handwashing Practices in a College Town Environment." *Journal of Environmental Health*. 75(8), 18-24.
- Beck, J., Cha, J., Kim, S., & Knutson, B. (2012). "The Relationship between Communication Apprehension and Satisfaction with Information among Lodging Revenue Managers." *Journal of Quality Assurance in Hospitality and Tourism*, 13(4), 271-285.
- 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., Cha, J., Cichy, R.F., 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.

## REFEREED PUBLICATIONS & ACCEPTED FOR PUBLICATIONS (Cont'd)

- 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.
- 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.
- 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

Kim, S., Cha, J., Kim, M., Cichy, R.F., and Tkach, J. "Productive Use of the Private Clubs' Volunteer Leaders: A Content Analysis from GMs' and COOs' Views." Submitted to *International Journal of Hospitality and Tourism Administration*.

Kim, S., Cha, J., Singh, A.J., & Knutson, B. "A Longitudinal Investigation to Test the Validity of the American Customer Satisfaction Model in the U.S. Hotel Industry." In revision for *International Journal of Hospitality Management*.

Kim, S., Koh, Y., Cha, J., & Lee, S. "Effect of Social Media on Firm Performance in Early State of Adoption for U.S. Restaurant Companies." Submitted to *International Journal of Hospitality Management*.

Cha, J., Lee, E., & Kim, S. "Application of Experience Economy to University Foodservice Dining" Submitted to *Journal of Hospitality Marketing & Management*.

Kim, S., & Cha, J. "Antecedents and Consequences of Information Adoption of Online Hotel Reviews." Submitted to *International Journal of Hospitality Management*.

Kim, S., Cha, J., & Yoon, S. "Differentiating the Influence of e-Service Quality: In Application to Online Travel Agencies and Hotel-Owned Websites." Submitted to *Journal of Hospitality Marketing & Management*.

Singh, A.J., Knutson, B., Kim, S., & Cha, J. "Trends in American Customer Satisfaction Index (ACSI) in the Hotel Industry over the Past Decades." In revision for *Cornell Hospitality Quarterly*.

Cichy, R.F., Koenigsfeld, J., Kim, S., & Cha, J. "Career Development Plan for Private Club Managers." Submitted to the *Club Management*.

## CONFERENCE PROCEEDINGS & PRESENTATIONS

- Kim, S., Cha, J., & Beck, J. (2013). "Exploring Essential Revenue Management Skills in the Lodging Industry: Content Analysis." Accepted for poster presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, St. Louis, Missouri, July.
- Kim, M., Kim, S., Cha, J., and Cichy, R.F. (2013). "Perceived Attributes of Sustainable Business Practices: An Application in the Private Club Industry." Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Cha, J., & Borchgrevink, C.F. (2012). "Leader-Member Exchange and Frontline Employee's Service Orientation in the Foodservice Context: Investigating a Moderating Role of Work Status." Conference Stand-up Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Providence, RI, August.
- Beck, J., Cha, J. and Kim, S. (2012). "Measuring Proactive Behavior of the Lodging Revenue Manager." Conference Stand-up Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Providence, RI, August.
- Kim, S., and Cha, J. (2012) "Adoption of Information from Online Hotel Reviews: Evaluating a Moderating Role of Sense of Virtual Community" Conference Stand-up Presentation, TOSOK International Tourism Conference, Ulsan, Korea, July.
- Kim, S., Cha, J., Jeon, W-S., Knutson, B. (2012) "When are Online Hotel Consumers Insensitive to Price? Examining Hedonic Value, Social Context, and Booking Website Reputation" Conference Stand-up Presentation, TOSOK International Tourism Conference, Ulsan, Korea, July.
- 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 Manger." Conference Stand-up Presentation, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, March.
- Park, H., & Cha, J. (2012). "U.S. College Students' Perceived Value of Japanese Restaurants: Evaluating Hedonic and Utilitarian Value." Conference Proceedings, 17<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism, Auburn, AL, January.

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

- 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.
- 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.

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

- 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.
- 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.

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

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.

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., & Borchgrevink, C.F. (2012). "Leader-Member Exchange and Frontline Employee's Service Orientation in the Foodservice Context: Investigating a Moderating Role of Work Status." Target Journal: *Journal of Hospitality and Tourism Research*.

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., Borchgrevink, C.P., & Kim, S. "Do Restaurant Diners Wash Their Hands in Restrooms?" Target Journal: *International Journal of Contemporary Hospitality Management*.

Kim, S., Kim, M., Cha, J., & Cichy, R.F. "Adoption of Sustainable Business Practices in the Private Club Industry: Investigating GMs/COOs' Perceived Innovation Characteristics and Board Support." Target Journal: *International Journal of Hospitality and Tourism Management*

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

- 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*.
- Cha, J., & Borchgrevink, C.P. "Effects of Service Climate and Service Role Ambiguity on Frontline Employees' Service Orientation in Foodservice Establishments." Target Journal: *International Journal of Hospitality and Tourism Administration*
- Cha, J., Kim, S., & Beck, J. "Effect of Proactive Skills on Perceived Career Success among Revenue Managers." Target Journal: *International Journal of Hospitality and Tourism Administration*.
- Cha, J., & Huang, T. "The Effect of Supervisor's Feedback on Job Satisfaction and Transfer of Training among Taiwanese Hospitality Employee. Target Journal: *International Journal of Hospitality and Tourism Administration*.
- Cha, J., & Huang, T. "Examining the Relationship between Training Climate and Contextual Performance: An Application to Taiwanese Hospitality Employees. Target Journal: *Journal of Human Resources in Hospitality & Tourism*.

## **GRANT ACTIVITIES**

- Cha, J. (Summer, 2013). Diner Assessments of the Food Safety and Cleanliness of Restaurant: The Role of Restaurant Inspection Posting on Online Review Sites, Summer 2013 Research Grants Competition. The Eli Broad College of Business. Amount: \$13,500 (funded).
- Cha, J. (2012). Potential Benefits and Impacts of Menu Labeling Regulation in Michigan: Understanding Michigan Residents' Opinions, Attitudes, and Future Intentions. 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, 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).

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

- 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 / Proctor**

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**

### **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 Spring 2012

### **Faculty Advisor, Eta Sigma Delta, *The* School of Hospitality Business**

Michigan State University Chapter, Fall 2008 to Present.

### **Advisory Council Committee Member, *The* School of Hospitality Business**

Michigan State University, Spring 2008 to Spring 2012

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

### **International Committee, *The School of Hospitality Business***

Michigan State University, Fall 2012- Present

### **The University Committee of Libraries, University Committee**

Michigan State University, Fall 2012 to Present

### **Faculty Mentor, Undergraduate Research Fellow Program & Broad Scholars,**

Eli Broad College of business, Michigan State University, Fall 2008 to Present

### **Chief Administrative Officer, Board member**

Korea America Hospitality & Tourism Educators Association (KATEA), Fall 2012 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 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 2012

### **Best Undergraduate Research Paper Award Committee**

Korea America Hospitality & Tourism Educators Conference, 2012, 2013

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

### **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.
- Co-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.
- 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 2012.

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

Spring 2011 to Present.

## **AWARDS, SCHOLARSHIPS AND FELLOWSHIPS**

### **Best Conference Paper Award, August 2012**

Titled Leader-Member Exchange and Frontline Employees’ Service Orientation in the Foodservice Context: Investigating a Moderating Role of Work Status (co-authored by Cha, J. and Borchgrevink, Carl)

Awarded by 2012 ICHRIE conference, Providence, RI.

### **Outstanding Reviewer Award, August 2012**

Awarded by Journal of Hospitality and Tourism Education, 2012 ICHRIE conference, Providence, RI

### **Johnson & Wales Case Study Competition Award, 2<sup>nd</sup> place, August, 2012**

Titled “Lean finely textured beef or pink slime: controversial debate”

Awarded by 2012 ICHRIE conference, Providence, RI.

### **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.

## **PROFESSIONAL MEMBERSHIPS (*Cont'd*)**

**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.

**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.