

## Curriculum Vita

**JaeMin Cha, Ph.D.**  
**Assistant Professor**  
***The School of Hospitality Business***  
**Eli Broad College of Business**  
**Michigan State University**  
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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, Eli Broad College of 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, Eli Broad College of Business,  
Michigan State University. Spring 2008 to Present.*

*Teaching Courses: Food Management: Safety and Nutrition (HB 265); Advanced Food  
Beverage Management (HB 405); Hospitality Business Research (HB 885); and  
Hospitality Industry Field Study (HB 889)*

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

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

*Courses Taught: Food Safety; Foodservice Purchasing; Restaurant Entrepreneurship;  
and Foodservice Cost Control*

### **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.*

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

### **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 PUBLICATION**

- Kim, S., Cha, J., Kim, M., Cichy, R.F., & Tkach, J. (In Press). “Productive Use of the Private Clubs’ Volunteer Leaders: A Content Analysis from GMs’ and COOs’ Views.” *International Journal of Hospitality and Tourism Administration*.
- Beck, J., Cha, J. & Kim, S (In Press). “Measuring Proactive Behavior of the Lodging Revenue Manager.” Accepted for *International Journal of Contemporary Hospitality Management*.
- Cichy, R.F., Cha, J., Kim, S., & Kim, M. (In Press) Sustainability in private club industry. Book Chapter: *Sustainability, Social Responsibility and Innovations in Hospitality-Tourism*. CRC Press.
- Kim, M., Kim, S., Cha, J., Cichy, R.F., & Perdue, J. (2014). “An Exploratory Study of Perceived Innovation Characteristics Influencing Sustainable Business Practices in the Private Club Industry.” *Journal of Tourism Research and Hospitality*, 3 (1), 1-8.
- Cha, J., & Borchgrevink, C.P. (January, 2014). “Service Climate in Restaurant Settings.” *International Journal of Hospitality and Tourism Administration*, 15(1), 1-19.
- Cha, J., Kim, S., & Cichy, R.F. (2013). “Hospitality Students’ Intent to Become Involved as Active Alumni: A Predictive Model.” *Journal of Hospitality and Tourism Education*, 25(1), 1-10.
- Kim, S., Cha, J., Singh, A.J., & Knutson, B.J. (2013). “A Longitudinal Investigation to Test the Validity of the American Customer Satisfaction Model in the U.S. Hotel Industry.” *International Journal of Hospitality Management*, 35(3), 193-202.
- Cha, J. (2013). “Pink Slime or Lean, Finely Textured Beef: Controversial Debate.” *Journal of Hospitality & Tourism Cases*. 2(2), 9-21 – Case Study Competition Winner Article.
- 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.

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

- 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.A., Cha, J., Kim, S., & Knutson, B.J. (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.A., Knutson, B.J., 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.A., 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 PUBLICATION**

### **(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.A., 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.A., 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., Singerling, J.B., Kim, S., Cha, J., Kim, M., and Tkach, J. (July/August, 2013). "Financial Performance Linked To Board Size and Involvement in Strategy." *Club Management*, XVII, 74.
- Cichy, R.F., Kim, M., Cha, J., and Kim, S. (May/June, 2013). "GMs and COOs Evaluations of Green Practices in their Private Clubs" *The Boardroom*, 18(4), 36.
- 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.

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

- 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 + RELATIONSHIPS = 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. (July/August, 2006). "Emotional Intelligence and Your Feelings about Your Volunteer Board Leadership in Your Club." *The BoardRoom*, 10: 26, 28, 74.
- Cichy, R., Singerling, J.B., Cha, J., & Kim, S. (August, 2005). "The Emotional Intelligence of Private Club Leaders." *Club Management*, 84(4), 38, 40.

## **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 BY REFEREED JOURNALS

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

## CONFERENCE PROCEEDINGS & PRESENTATIONS

- Cha, J., Kim, S., Beck, J., Knutson, B. (stand-up presentation accepted). "Predictors of Career Success among Lodging Revenue Managers: Investigating Roles of Proactive Work Behaviors." Conference Stand-up Presentation, 2014 International Council on Hotel, Restaurant, and Institutional Education Conference, San Diego, CA, July.
- Kim, S., Cha, J., & Beck, J.A. (2013). "Exploring Essential Revenue Management Skills in the Lodging Industry: Content Analysis." Poster presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, St. Louis, Missouri, July.
- Kim, M., Kim, S., Cha, J., & 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.P. (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.A., Cha, J., & 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.

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

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



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

- 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.A., 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.
- 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.

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

- Cha, J., Cichy, R.F., & 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." Conference Stand-up Presentation, Third Annual Great Lakes Hospitality and Tourism Educators Conference, East Lansing, Michigan.
- Cichy, R.F., Cha, J., & Kim, S (April, 2005). "Private Club Leaders' Emotional Intelligence – Validating a New EI Scale." Conference Stand-up Presentation, Second Annual Great Lakes Hospitality and Tourism Educators Conference, Indianapolis, IN.
- Beck, J.A., Knutson, B.J., Kim, S., & Cha, J (April, 2005). "Perceived Importance of Meeting and Event Planning Activities: An Analysis of Association, Corporate, and Third Party Meeting Planners." Conference Stand-up Presentation, Second Annual Great Lakes Hospitality and Tourism Educators Conference, Indianapolis, IN.
- Cha, J., Cichy, R.F., & Knutson, B.J. (April, 2004). "The Five Essentials of Private Club Leadership." Conference Stand-up Presentation, First Annual Great Lakes Applied Research and Teaching Conference, Michigan Council on Hotel, Restaurant, and Institutional Education, Ann Arbor, MI.
- Cha, J., & Borchgrevink, C.P. (August, 2002). "Needs Assessment of Potential Graduate Students for Online Hospitality Graduate Program." Poster presented at International Council on Hotel, Restaurant, and Institutional Education, Orlando, FL.
- Cha, J., Singh, A.J., & Lee, S. (August, 2002). "Investigations of Perceived Attitudes toward Online Courses and Perceived Online Course Features: Application to Undergraduate Hospitality Technology Course." Poster 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." Conference Stand-up Presentation, the 52<sup>nd</sup> Annual Conference of the International Communication Association, Seoul, Korea.
- Cha, J., Huh, C., & Borchgrevink, C.P. (January, 2002). "Perceived Importance of Attributes in Dining at University Cafeteria among Diners." Conference Stand-up Presentation, the 7<sup>th</sup> Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.

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

Cha, J. (January, 2001). "Diffusion of Online Airline Ticket Purchases." Conference Stand-up Presentation , Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Atlanta, GA.

## RESEARCH WORK-IN-PROGRESS

Cha, J., & Borchgrevink, C.P. "Leader-member Exchange and Frontline Employees' Service Orientation in the Foodservice Context: The Moderating Role of Work Status."  
Target Journal: *Journal of Hospitality Marketing & Management*.

Cha, J. "Diner Evaluation of the Food Safety and Nutritional Value: Restaurant Implication."  
Target Journal: *Journal of Hospitality & Tourism Research*

Cha, J., Borchgrevink, C.P. & Kim, S. "Diners' Handwashing Behaviors in Restaurants' Restrooms."  
Target Journal: *International Journal of Contemporary Hospitality Management*.

Cha, J., & Borchgrevink, C.P. "Effect of Team-Member Exchange on Service Orientation among Frontline Employees."  
Target Journal: *Journal of Service Management*.

Cha, J. "Effects of Revenue Management and Customer Relationship Management on Restaurant Performance."  
Target Journal: *International Journal of Contemporary Hospitality Management*.

Cha, J., Kim, S., & Lee, E. "The Social and Health Benefits of Dining Experience: Empirical Evidence in University Foodservice."  
Target Journal: *International Journal of Hospitality Management*.

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

Kim, S., Cha, J., Cichy, R.F., & Kim, M. "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 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 GRANTS

- Cha, J. (Summer, 2014). Importance of Country-of-Origin Labeling to Restaurant Diners: Cross-cultural Comparison, Summer 2014 Research Grants Competition. The Eli College of Business.  
Amount: \$16,000 (funded by Donald and Marilyn Hibbert Faculty Excellence Endowment).
- 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.P. (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, C.P. (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).
- Cichy, R.F., Cha, J., & Kim, S. (June, 2010). Focus: Sustainable Business Practice in the Private Club Industry. Grantor: Club Foundation-Faculty Research. Amount: \$2,500 (funded).
- Cichy, R.F. & Cha, J. (October, 2007). Focus: Top Management Leadership and Emotional Intelligence. Grantor: Club Foundation-Faculty Research. Amount: \$6,000 (funded).

## **PROFESSIONAL LICENSES / CERTIFICATES**

### **Certified ServSafe Instructor / Proctor**

National Restaurant Association Educational Foundation, Spring 2006 to Present.

### **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 – *The School, College, and University***

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

Michigan State University, Fall 2008 to Present.

### **Faculty Evaluation Committee, *The School of Hospitality Business***

Michigan State University, Fall 2013 to Present.

### **Search Committee for Director, *The School of Hospitality Business***

Michigan State University, Summer 2013 to Present.

### **College Hearing Board Pool, Broad College of Business Committee**

Michigan State University, Fall 2013 to Present.

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

Michigan State University, Fall 2012 to Present.

### **Graduate Program Sub-Committee, *The School of Hospitality Business***

Curriculum review for MS in Foodservice Management  
Michigan State University, Fall 2013 to Present.

### **Faculty-Alumni Relations Committee, *The School of Hospitality Business***

Helped Chair, Zoe Slagle to initiate collaborative projects with alumni/faculty  
Fall 2013 to Present.

### **Undergraduate Programs Committee, *The School of Hospitality Business***

Michigan State University, Fall 2008 to Spring 2011.

## **SERVICE ACTIVITIES – *The School, College, and University (cont'd)***

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

Michigan State University Chapter, Fall 2008 to Present.

MSU ESD Chapter received the Chapter of Distinction Award for 2013 academic year during 2013 I-CHRIE Summer Conference, St. Louis, MO.

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

Michigan State University, Spring 2008 to Spring 2012.

**University Committee of the Library**, University Committee

Michigan State University, Fall 2012 to Present.

**Faculty Mentor, Undergraduate Research Fellow Program**

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

**Faculty Mentor, Broad Scholar**

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

**Co-Faculty Advisor**, Hospitality Business Korean Student Association.

Michigan State University, Spring 2008 to Present.

## **SERVICE ACTIVITIES – Editorial Positions, Boards, and Peer-Review**

**Editorial Review Board**

*Journal of Hospitality & Tourism Education*, 2009 to Present.

**Editorial Advisory/Review Board**

*International Journal of Hospitality and Tourism Administration*, Spring 2014 to Present.

**Director of Member Services**

Korea America Hospitality & Tourism Educators Association (KATEA), Fall 2013 to Present; Chief Administrative Officer (Fall 2012 to Spring 2013)

**Paper Review Committee Member**

Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, 2008 to Present.

**Paper Reviewer**, Foodservice Management Track, Conference Proceedings

Great Lakes Hospitality & Tourism Educators Conference, 2011 to 2012.

**Paper Reviewer**, Hospitality Management Track, 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.

## **SERVICE ACTIVITIES – Editorial Positions, Boards, and Peer-Review Papers (*Cont'd*)**

**Paper Review Committee Member**, Conference Proceedings,  
7th Asian Pacific CHRIE (Council on Hotel, Restaurant, and Institutional Education)  
Conference, 2009.

**Paper Review Committee Member**  
Graduate Education & Graduate Student Research Conference in Hospitality and  
Tourism, 2006 to 2008, 2010- Present.

**Ad Hoc Reviewer**  
*Cornell Hospitality Quarterly*, 2010 to Present.

**Ad Hoc Reviewer**  
*International Journal of Intercultural Relations*, Fall 2012 to Present.

**Ad Hoc Reviewer**  
*Journal of Hospitality Management and Tourism*, Fall 2013 to Present.

**Ad Hoc Reviewer**  
*Journal of Hospitality and Tourism Research*, 2008 to Present.

**Ad Hoc Reviewer**  
*International Journal of Hospitality Management*, 2008 to Present.

**Ad Hoc Reviewer**  
*International Journal of Contemporary Hospitality Management*. 2010 to Present.

**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.

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

## **SERVICE ACTIVITIES – Other Involvement**

**Deacon, New Hope Baptist Korean Church**  
East Lansing, MI. 2009 to Current.

**On-air guest with Dr. Carl Borchgrevink, 1-hour phone interview**  
Healthy U Radio Show (KMEM-FM 100.5) with Dr. Randy Tobler, Memphis, MO.  
Topic: Handwashing research on December 17, 2013.

**On-air guest, phone interview on the John Gormley Live Show**  
News Talk (650 CKOM askatoon) Radio in Canada  
Topic: Handwashing research on June 25, 2013.

## **SERVICE ACTIVITIES – Other Involvement (*cont'd*)**

### **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.

### **Special Guest Speaker, Preparing for Academic Life Intensive Course**

English Language Center, Michigan State University.  
Summers 2004, 2005, 2006, 2008, 2009, 2010, and 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.**

### **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 2013.**

### **Women's Foodservice Forum Member, Summer 2008 to 2012.**

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

Spring 2011 to Present.

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

2009 – 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, C.)

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. Co-authored by Kim, S. & Cha, J. 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.

### **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.