

CURRICULUM VITA

SEUNGHYUN “JAMES” KIM, Ph.D.

Associate Professor

The School of Hospitality Business

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Education

Ph.D. in Park, Recreation, and Tourism Resources, majoring in Tourism Marketing

Michigan State University, Spring 2000 – Spring 2007.

Department of Park, Recreation, and Tourism Resources

Dissertation title: *The Group Vacation Market (College Students): A Social Psychological Approach*

Master of Business Administration, majoring in Tourism and Recreation

Kyonggi University, Korea, March 1995 – February 1997.

Department of Tourism and Recreation.

Thesis title: *Determinants of Vacation Activities Choice: Application of Theory of Planned Behavior*

Bachelor of Business Administration, majoring in Tourism and Recreation

Kyonggi University, Korea, March 1989- February 1995.

Department of Tourism and Recreation.

Professional Experience

Associate Professor, Fall 2014 – Present.

The School of Hospitality Business, Eli Broad College of Business, Michigan State University.

Teaching both undergraduate and graduate courses in areas of hospitality marketing, hospitality research methods, hospitality business analytics, and hospitality industry field Study.

Assistant Professor, Fall 2008 – Spring 2014.

The School of Hospitality Business, Eli Broad College of Business, Michigan State University.

Teaching both undergraduate and graduate courses in areas of hospitality marketing, hospitality research methods, hospitality business analytics, and hospitality industry field Study.

Professional Experience (cont'd)

Assistant Professor, Fall 2007 – Spring 2008.

Hospitality and Tourism Department, School of the Professions.

Buffalo State – State University of New York.

Taught undergraduate courses in areas of hospitality marketing, hotel management, and tourism resources.

Graduate Research Assistant, *Research Design & Data Analysis*, Spring 2005 – Summer 2007.

The School of Hospitality Business, Michigan State University.

Projects: Club Managers Association of America funded project (private club managers' evaluation of leadership and emotional intelligence); The National Automatic Merchandising Association funded project (Emotional intelligence survey for the NAMA managers; A consumer experience survey and lodging experience survey; Meeting planners.

Graduate Research Assistant, *Research Design & Data Analysis*, Spring 2000 – Fall 2004.

Travel, Tourism, & Rec. Resource Center, Department of Park, Rec. and Tourism Resources, Michigan State University.

Projects: Students and Youth Travel Association funded project (economic impact and decision-making of travelers among youth and college students); National Marine Manufacturers Association funded project (national recreational boater panel survey); Professional Association of Innkeepers International funded project (national bed and breakfast innkeepers survey); Paragon casino market survey; Michigan Travel Market funded project (Michigan travel market household telephone survey).

Assistant Project Manager, *Tourism Development Planning*, 1999.

Toshiken Korea Co., Ltd. (Urban Plan Consulting).

Projects: Korea S-E coast tourism belt development planning; Cheju Island sculpture park Repositioning.

Main tasks: Market analysis; data analysis; demand forecasting; development concept planning.

Assistant Manager, *Real Estate Development and Planning*, 1996 to 1998.

Samsung Everland Inc., Environmental Development Division. 1996 - 1998.

Main tasks: Resort business planning and development, market analysis and sales/marketing.

Graduate Research Assistant, *Resort Development Planning*, Spring 1995 to Fall 1996.

Leisure Industries Institute, Kyonggi University, Korea. Spring 1995 - Fall 1996.

Projects: Ulsan Grand Park management planning; Deer Valley business planning (Farm resort); Daebu Island tourism concept planning (marine resort); Long-term tourism development planning in Anyang City; Gampo destination marketing planning (Public marine resort); Market potential analysis of Moak MotherLand in Korea (amusement park).

Refereed Publications and Articles 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*.
- Schmidgall, R., Beck, J., & Kim, S., (In press). Effects of social background and working experience on the ethical decision-making in private club industry. *International Journal of Hospitality and Tourism Administration*.
- 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.
- Beck, J., Cha, J. & Kim, S., & Knutson, B. (2014). Measuring proactive behavior of the lodging revenue manger. *International Journal of Contemporary Hospitality Management*, 26(8), 1364-1379
- 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*.
- Kim, S., Cha, J., Singh, A.J., & Knutson, B. (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., Kim, S., & Cichy, R.F. (2013). Hospitality students' intent to become involved as active alumni: A predictive model. *Journal of Hospitality & Tourism Education*, 25(1), 1-10.
- Noh, J., & Kim, S. (2013). A study of university students' decision making for traveling with friends – An application of the model of goal-directed behavior and social identity theory. *Korean Journal of Tourism Research*, 27(6), 319-338.
- Cha, J., Kim, S., Cichy, R.F., 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). Hand washing practices in a college town environment. *Journal of Environmental Health*, 75(8), 18-24.
- Kim, S., Singh, A. J., & Yoon, S. (2012). Evaluating applicability of e-service quality in online hotel bookings. *Florida International University Hospitality and Tourism Review*, 30(1), 75-91.

Refereed Publications and Articles Accepted for Publication (con'td)

- Beck, J., Cha, J., Knutson, B., & 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), 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.
- Beck, J., Kim, S., & Schmidgall, R. (2011). The tiering of hospitality and tourism journals: Hospitality program administrator opinion survey results." *Journal of Hospitality & Tourism Education*, 23(4), 14-21.
- Kim, S., Cha, J., Knutson, B., & Beck, J. (2011). Development and testing of a consumer's experience index (CEI). *Managing Service Quality*, 21(2), 112-132.
- 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.
- Beck, J., Knutson, B., 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., Beck, J., Kim, S., & Cha, J. (Jan-March, 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.
- Cichy, R.F., Cha, J., & Kim, S. (July-December, 2009). 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., Beck, J., Kim, S., & Cha, J. (2009). Identifying the dimensions of the guest's hotel experience. *Cornell Hospitality Quarterly*, 50, 44-55.

Refereed Publications and Articles Accepted for Publication (cont'd)

- 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.
- 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.
- Huh, C., Kim, S., & Noh, J. (2009). The effect of mass media on the relationship between high gasoline prices and travel intentions: An agenda-setting theory approach. *Korean Journal of Business Administration*, 22(2), 1141-1158.
- 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. (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.
- Knutson, B., Beck, J., Kim, S., & Cha, J. (2006). Identifying the dimensions of the experience constructs. *Journal of Hospitality and Leisure Marketing*, 15(3), 31-47.
- Kim, S. & Um, S-H. (1998). Determinants of summer vacation activity choice. *Journal of Korean Institute of Landscape Architecture*, 78-89.

Non-refereed Publications

- Cichy, R.F., Kim, S., Cha, J., Tkach, J., & Kim, M. (January/February, 2015). Productive private club volunteer leaders work in collaboration with GMs/COOs – Part I. *The BoardRoom*. 19 (256): 78,121.
- Cichy, R.F., Singerling, J.B., Kim, S., Cha, J., Kim, M., & 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., & 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.

Non-refereed Publications (cont'd)

- 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 + RELATIONSHIPS = emotional intelligence. *Vending & OCS*, 17(3), 34-35.
- Cichy, R.F., Singerling, J.B., Cha, J., Kim, S., & Dore, A. (September/October, 2007). El 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.
- Kim, Y-R., Kim, S., & Um, S-H. (1995). Business diversity programs for agriculture tourism. *Journal of Korean Agriculture Studies*, 2.

Manuscripts Submitted to Refereed Journals for Review

- Cha, J., Kim, S., Beck, J., Knutson, B., Predictors of career success among lodging revenue managers: investigating roles of proactive work behaviors. Submitted to *International Journal of Hospitality and Tourism Administration*.
- 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*.
- Kim, S., Cha, J., & Yoon, S., Differentiating the influence of e-service quality: In application to online travel agencies and hotel-owned websites. In revision for *Journal of Hospitality Marketing & Management*.
- Kim, S., We-intention to group vacation trip: social and psychological approach. In revision for *Journal of Hospitality and Tourism Research*.
- 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 *Journal of Hospitality Marketing & Management*.

Conference Proceedings and Presentations

- Suh, J., Kim, S., & McCole, D. (Accepted), Effects of social media versus traditional media in destination branding. Conference Stand-up Presentation, 2015 International Council on Hotel, Restaurant, and Institutional Education Conference, Orlando, FL, July.
- Cha, J., Kim, S., & Elsworth, J. (Accepted). Customers' perceptions in value and food safety on customer satisfaction and loyalty in restaurant environments. Conference Poster Presentation, 2015 International Council on Hotel, Restaurant, and Institutional Education Conference, Orlando, FL, July.
- Kim, S. (2015). Investigating wellness hotel factors and customer well-being. Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Kim, W, Kim, S., & Singh, A.J. (2015). Analyzing a competitive market environment: The case of the U.S. hotel industry. Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.

Conference Proceedings and Presentations (cont'd)

- Kim, W. & Kim, S. (2015). Investigating mutual relationships among market structure, conduct, and financial performance in U.S. hotel industry. Conference poster presentation, 20th Annual Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January.
- Singh, A.J., & Kim, S. (2014). An analysis of hotel investment objectives and decision making criteria: An ownership perspective. Stand-up presentation, 2014 Association of Hospitality Financial Management Educators (AHFME) Symposium, New York City, NY, November.
- Kim, S., Cha, J., Singh, A.J., & Huh, C. (2014). Hotel consumers' attitude toward green hotels: effects of health consciousness, environmental attitudes, and perceived benefits of healthy environments. Conference poster presentation, 2014 International Council on Hotel, Restaurant, and Institutional Education Conference, San Diego, CA, July.
- Cha, J., Kim, S., Beck, J., & Knutson, B. (2014). 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.
- Beck, J., Kim, S., Ricco, M., & Schmidgall R. (2014). Moral intensity and ethical culture in hospitality marketing management. Conference stand-up presentation, 2014 International Council on Hotel, Restaurant, and Institutional Education Conference, San Diego, CA, July.
- Kim, W., Kim, N., & Kim, S. (2014). Effect of tourism destination personality on image and loyalty. Conference stand-up presentation, 20th Asia Pacific Tourism Association Conference, Ho Chi Minh city, Vietnam, July.
- Suh J., Kim, S., & McCole, D. (2014). "Brand community on social media and brand loyalty in hotel industry: An empirical study." Conference poster presentation, 19th Annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January.
- Kim, S., Cha, J., & Beck, J. (2013). Exploring essential revenue management skills in the lodging industry: content analysis . Conference Poster Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, St Louis, MO, July.
- Chang, H, Huh, C., Kim, S., & Lee, M. (2013). Would non-price energy conservation nudges encourage hotel guests' pro-conservation Behavior?. Conference Poster Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, St Louis, MO, July.

Conference Proceedings and Presentations (cont'd)

- 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.
- Han, E., Kim, S., & Noh, J. (2013). Evaluating applicability of brand experience scales in hospitality research: Analyzing cross-cultural data. Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Kostyk, A., Xu, Q., Yoon, S., & Kim, S. (2013). Generation Y's attitude toward green hotels: The role of consumer social responsibility, health-related benefits, and cultural difference. Conference poster presentation, 18th Annual Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA, January.
- Beck, J., Cha, J. & Kim, S. (2012). Measuring proactive behavior of the dodging revenue manger. Conference Stand-up Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Providence, RI, August.
- 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. (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.
- Singh, A. J., Schmidgall, R. S., Kim, S., & Zhang, Z. (2012). Factors impacting hotel market performance. Conference Proceedings, Asia-Pacific CHRIE Conference, Manila, Philippines.
- 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.

Conference Proceedings and Presentations (*cont'd*)

- Jeon, W-S. & Kim, S. (2012). Consumer price sensitivity in spring break hotels: Effect of brand name, past experience and gender. Conference Proceedings, 17th Annual Graduate Student Research Conference in Hospitality and Tourism, Auburn, AL, January.
- Randhawa, P., Jeon, W-S, & Kim, S. (2012). eWOM in hotels: The moderating effect of virtual community in influencing consumer decision making. Conference Proceedings, 17th Annual Graduate Student Research Conference in Hospitality and Tourism, Auburn, AL, January.
- Yoon, S-S. & Kim, S. (2012). Determinants of satisfaction with the overall boutique hotel experience: A neural network approach. Conference Proceedings, 17th Annual Graduate Student Research Conference in Hospitality and Tourism, Auburn, AL, January.
- Lan, S-S., Schmidgall, R. & Kim, S. (2012). Exploring the estimated impact of proposed leasing rules in the U.S. lodging industry: A social identity perspective. Conference Proceedings, 17th Annual Graduate Student Research Conference in Hospitality and Tourism, Auburn, AL, January.
- Singh, A.J., Knutson, B., 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, 7th Annual International Conference on Tourism. Athens Institute of Education and Research (ATINER), Athens, Greece, June.
- Borchgrevink, C.P., Cha, J., & Kim, S. (2011). Hand washing compliance rates and predictors in a college town environment. Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, Denver, CO, July.
- Cha, J., Kim, S., & Cichy, R. (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, July
- Beck, J., Kim, S., & Schmidgall, R. (2011). The rating of hospitality journals for influence on salary, reappointment, promotion and tenure decisions in international hospitality programs. Stand-up presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Denver, CO, July.
- Chung, J. & Kim, S. (2011). An examination of attitudes, intentions, and awareness of potential customers of boutique hotels using lifestyle segmentation. Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, May.

Conference Proceedings and Presentations (cont'd)

- Chung, J. & Kim, S. (2011). Consumer perception of boutique Hotel. Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference in Grand Rapids, MI, April.
- Kim, D-S. & Kim, S. (2011). Relationships among experiential marketing, experiential value, customer satisfaction and customer loyalty. Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, April.
- Yoon, S-S. & Kim, S. (2011). Exploring e-service quality of online hotel booking web sites. Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, April.
- Beck, J., Kim, S., & Schmidgall, R. (2011). The ranking of hospitality journals effect on tenure decisions in international hospitality programs. Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, April.
- Singh, A.J., Schmidgall, R., Kim, S., & Zhang, Z. (2011). Factors impacting hotel market performance. Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, April.
- Cha, J., Borchgrevink, C., & Kim, S. (2011). Hand washing behaviors in foodservice establishments' restrooms. Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, April.
- Yoon, S-S. & Kim, S. (2011). Effects of e-service quality on perceived value, satisfaction, and reuse Intentions in online hotel booking: Evaluating hotel-owned and OTAs' web sites. Conference Proceedings, 16th Annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January.
- Singh, A.J., Schmidgall, R., Kim, S., & Zhang, Z. (2010). Lodging market potential index predicting the performance of hotel markets. Association of Hospitality Financial management Educators (AHFME) Research Symposium, New York City, NY, November.
- Kim, S-B. & Kim, S. (2010). Willingness to pay for environmentally friendly hotel: The role of hotel consumers' environmental attitude and collectivism. Conference Proceedings, The Asia Pacific Tourism Association (APTA) Conference, Macau, China, July.
- Kim, S-H., Kim, S., Huh, C., & Knutson, B. (2010). A predictive model of behavioral intention to spa visiting: An extended theory of planned behavior. Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference. San Juan, Puerto Rico, July.

Conference Proceedings and Presentations (cont'd)

- Kim, S., Cichy, R.F., Cha, J., Kim, M., & Tkach, J. (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, July.
- Beck, J., Knutson, B., Cha, J., & Kim, S. (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, July.
- Kim, S-B. & Kim, S. (2010). Predicting intention to stay at green certified hotel: moderating effect of gender. Conference Proceedings, Asia Pacific Forum for Graduate Students Research in Tourism. Beppu, Japan, June.
- Kim, S-B. & Kim, S. (2010). Attitudinal factors in environmentally friendly hotel choice. Conference Proceedings, 15th Annual Graduate Student Research Conference in Hospitality and Tourism, Washington D.C, January.
- Kim, M., Tkach, J., Kim, S., Cha, J., & Cichy, R.F. (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, January.
- Cha, J., Kim, S., & Cichy, R.F. (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, July.
- Beck, J., Knutson, B., Cha, J., & Kim, S. (2009). Developing revenue managers: a challenge for the lodging industry. Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, San Francisco, CA, July.
- Cha, J., Kim, S., & Cichy, R.F. (2008). Commitment and volunteer-related outcomes among private club board and committee volunteer leaders. Poster presentation for International Council on Hotel, Restaurant, and Institutional Education Conference, Atlanta, GA, July.
- Knutson, B., Beck, J., Kim, S., & Cha, J. (2008). Service quality as a component of the hospitality experience: Proposal of a conceptual model and framework for research. The International Conference on Services management, State College, PA, May.
- Kim, S., Cha, J., Knutson, B., & Beck, J. (2007). Measuring the experience constructs: A scale development and validation. Paper presented for International Council on Hotel, Restaurant, and Institutional Education Conference Proceedings, Dallas, TX, July.

Conference Proceedings and Presentations (cont'd)

- Cha, J., Cichy, R.F., & Kim, S. (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, Michigan, December.
- Cichy, R.F., Cha, J., & Kim, S. (2005). Private club leaders' emotional intelligence - validating a new EI scale. Paper presented at Second Annual Great Lakes Hospitality and Tourism Educators Conference, Indianapolis, Indiana, April.
- Beck, J., Knutson, B., Kim, S., & Cha, J. (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, Indiana, April.
- Kim, S. & Huh, C. (2003). Who participates in fall-color touring on pleasure trips? Paper presented at 15th Annual Northeastern Recreation Research Symposium. April.
- Huh, C., Li H., Kim, S., & Holecek, D.F. (2003). What affects travelers' searching and buying behavior differently on the Internet? In Hailin Qu and Patrick J. Moreo (Eds.), *Advances in Hospitality and Tourism Research, Proceedings of 8th Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*. Vol. 13, pp. 219-223.
- Huh, C., Lee, B-K., Kim, S., & Holecek, D.F. (2002). Gasoline price- and mass media influence on travel intention: an agenda-setting approach." In Lu Changchong, Kaye Chon, Hanqin Q. Hang, and Xie Yanjun (Eds.), *Proceedings of 8th Annual Conference of Asia Pacific Tourism Association*. pp. 321-328.
- Kim, S., Huh, C., & Holecek, D.F. (2002). Developing a profile of pleasure trip visitors to wineries." In Lu Changchong, Kaye Chon, Hanqin Q. Zhang, and Xie Yanjun(Eds.), *Proceedings of 8th Annual Conference of Asia Pacific Tourism Association*. pp. 394-395.
- Chang, T-C., Kim, M-K., & Kim, S. (2002). Profile of visitors to winery tourism in Michigan. In Sharon Todd (Ed.), *Proceedings of 2002 Northeastern Recreation Research Symposium*. pp.167-169.
- Kim, M-K. & Kim, S. (2002). Economic impacts of wine country tourism in Michigan based on segmentation." In Sharon Todd (Ed.), *Proceedings of 2002 Northeastern Recreation Research Symposium*. pp.170-172.
- Holecek, D.F., Martin, L.A., Huh, C, Shih, C., & Kim, S. (2002). What might be the impacts of climate change on tourism in the great lakes region? Great Lakes Regional Assessment Workshop, November.

Conference Proceedings and Presentations (cont'd)

Kim, Y-R., Huh, C., & Kim, S. (2001). The Impact of potential political security level on international tourism." In Sharon Todd (Ed.), *Proceedings of 2001 Northeastern Recreation Research Symposium*. pp.127-129.

Huh, C. & Kim, S. (1999). Cultural differences between east and west guests who's coming to visit: Welcoming the international guest: Part II, International Institute of Flint, October.

Kim, Y-R. & Kim, S. (1996). Trend and implication of foreign tourists' complaints in Korea: Applying correspondence analysis." In Philip Pearce (Ed.), *Proceedings of 2nd Annual Conference of Asia Pacific Tourism Association*.

Project Reports

Holecek, D.F., Yoon,S-M, Knutson, B., Kim, S., & Cha, J.(2010). The status and economic importance of the Michigan meeting and conferences travel market segment. Project reports to Meeting Michigan.

Holecek, D.F., Martin, L.A., Huh, C., & Kim, S. (2000 & 2001). Public opinions about transportation issues and options in Michigan. Project reports to Michigan Department of Transportation.

Mahoney, E, Styne D., Holecek, D.F., Kim, M-K, & Kim, S. (2001). Economic impact of Michigan winery. Project reports to Michigan Grape and Wine Industry Council.

Publications in Progress

Suh, J., Kim, S., & McCole, D., Effects of social media versus traditional media in destination branding.
Target Journal: Journal of Hospitality and Tourism Research.

Kim, S. and Cha, J., Hotel customer well-being and its antecedents.
Target Journal: International Journal of Contemporary Hospitality Management.

Singh, A. J. & Kim, S., Macroeconomic determinants of hotel market performance: Pattern analysis of time-series data.
Target Journal: ICHRIE Penn State Research Reports.

Singh, A. J. & Kim, S., Hotel investment decision making factors
Target Journal: The journal of Hospitality Financial Management

Publications in Progress (cont'd)

Kim, S., Developing boutique hotel market profile: Lifestyle segmentation.

Target Journal: *International Journal of Contemporary Hospitality 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*.

Cha, J., Borchgrevink, & Kim, S., Diners' handwashing behaviors in restaurants' restrooms. Target Journal: *International Journal of Contemporary Hospitality Management*.

Cha, J., Kim, S., and Lee, E., The social and health benefits of dining experience: empirical evidence in university foodservice.

Target Journal: *International Journal of Hospitality Management*.

Cha, J., Kim, S., and Elsworth, J., Customers' perceptions in value and food safety on customer satisfaction and loyalty in restaurant environments: moderating roles of gender and restaurant types.

Target Journal: *Journal of Foodservice Business Research*.

Elsworth, J., Cha, J., and Kim, S., Food service industry as a carrier choice.

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

Research Grants

Kim, S. (Summer, 2015). Focus: Effects of Location and Market Competition on Hotel Performance. Grantor: The Eli Broad College of Business. 2015 Summer Research Grants Competition. Amount: \$12,000 (funded).

Kim, S. (Summer, 2014). Focus: Investigating Wellness Hotel Factors and Customer Well Being. Grantor: The Eli Broad College of Business. 2014 Summer Research Grants Competition. Amount: \$15,500 (funded).

Kim, S. (Summer, 2013). Focus: Green Hotel Experience and Its Impacts on Satisfaction, Brand Attachment, and Pro-environmental Behavior: Analyzing cross-cultural data Grantor: The Eli Broad College of Business. 2013 Summer Research Grants Competition. Amount: \$14,500 (funded).

Kim, S. (Summer, 2012). Focus: Boutique Hotel Market Analysis: Lifestyle Segmentation. Grantor: The Eli Broad College of Business. 2012 Summer Research Grants Competition. Amount: \$15,000 (funded).

Research Grants (cont'd)

Cha, J., Kim, S., and Borchgrevink, C. (2011). Focus: 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).

Kim, S. (Summer, 2011). Focus: The effect of Electronic Word-of-Mouth on Online Purchase Decision Making for Consumer's Hotel Choice: the Role of Online Virtual Communities. Grantor: The Eli Broad College of Business. 2011 Summer Research Grants Competition. 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.

Service Activities

Editorial activities:

Editorial board member, *International Journal of Hospitality Tourism Administration*, Spring 2012 – Present.

Co-Track Chair, Paper Review Committee, ICHRIE Conference
Spring 2013 – Present.

Chair, Paper Review Committee, Korea America Hospitality & Tourism Educators Conference, 2013. Fall 2012 – Present.

Ad Hoc Reviewer, *Journal of Hospitality and Tourism research*, Spring 2013 – Present.

Ad Hoc Reviewer, *International Journal of Hospitality Management*, Spring 2011 – Present.

Ad Hoc Reviewer, *International Journal of Contemporary Hospitality Management*, Fall 2010 – Present.

Ad Hoc Reviewer, *Cornell Hospitality Quarterly*, Fall 2010 – Present.

Ad Hoc Reviewer, *Journal of Quality Assurance in Hospitality and Tourism*, Summer 2013 – Present.

Ad Hoc Reviewer, *Journal of Hospitality and Tourism Cases*, Spring 2012 – Present.

Ad Hoc Reviewer, *Tourism Management*, Fall 2010 – Present.

Editorial activities: (cont'd)

Paper Reviewer, ICHRIE Conference, 2009 – Present.

Paper Reviewer, Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, 2010- Present.

Paper Reviewer, Michigan Hospitality Education Alliance (MIHEA) Conference, 2011 – 2012.

Paper Reviewer, Korea America Hospitality & Tourism Educators Conference, 2011 - 2012.

Paper Reviewer, the TOSOK International Tourism Conference, 2011 – Present.

Committee Member (The School, College, and University):

University Committee on Undergraduate Education (UCUE) Committee Member, Michigan State University, Fall 2011 – Spring 2013.

Assistant Professor Search Committee Member, The School of Hospitality Business, Michigan State University, Spring 2013.

Undergraduate Admissions Committee Member, The School of Hospitality Business, Michigan State University, Fall 2010 – Present.

Scholarship Committee Member, The School of Hospitality Business, Michigan State University, Fall 2010 – Fall 2014.

Faculty Affairs and Tenure Committee, The School of Hospitality Business, Michigan State University, Fall 2014 – Present.

Graduate Program Committee Member, The School of Hospitality Business, Michigan State University, Fall 2008 - Present.

Sub-committee Chair, Graduate Program Committee, The School of Hospitality Business, Michigan State University, Spring 2014.
Curriculum review for MS in Food Service Management

Adviser:

Faculty Adviser, Global Hospitality Business Organization. *The School of Hospitality Business*
Michigan State University, Fall 2008 - Present.

Co-Faculty Adviser, Hospitality Business Korean Graduate Student Association. *The School*
of Hospitality Business, MSU, Fall 2008 - Present.

Research Adviser and Mentor, Undergraduate Research Fellows. Undergraduate Research
Initiatives Program, Eli Broad College of Business, Spring 2009 to Present.

Invited Presenter

Guest Speaker, Graduate Seminar, *Experiential Marketing in Hospitality and Tourism Industry*,
Hosted by Dr. Seoho Um, Dean and Professor, College of Tourism, Kyonggi University,
Suwon, Korea, June 2012.

Main tasks: delivering presentation “Experiential Marketing in Hospitality and
Tourism Industry” and advising graduate students on research methods.

Guest Speaker, Hilton Lecture Series XVIII, *Examining Research Methods in Hospitality*,
Hosted by Dr. Ray Schmidgall, Hilton Hotels Professor, *The School of Hospitality*
Business, MSU, September 2007.

Main tasks: delivering presentation “Content Analysis of Hospitality Journals’
Research Methods.” and serving on a panel providing input to HB faculty
members who shared recent research projects and their methodologies.

Guest Speaker, *Park and Recreation Resource Seminar*.

Department of Park, Recreation, and Tourism Resources, MSU, Spring- Fall 2003.

Main tasks: delivering presentation of a special topic “How to Use On-line Survey.”

Awards and Fellows

2014 Broad Integrative Fellows Member, Broad Integrative Fellowship (BIF) Program, Broad
College of Business, Michigan State University, Spring 2014 – Fall 2014.

Best Paper Award, April, 2012.

Titled “Comparing e-Service Quality between Online Travel Agencies and Hotel-owned
Websites.”

Awarded by Korea America Hospitality and Tourism Educators Association (KAHTEA), 2nd
Annual KAHTEA Conference, Las Vegas, Nevada.

Outstanding Reviewer Award, Summer, 2011.

Awarded by Cornell Hospitality Quarterly, Cornell University, 2012 ICHRIE Conference,
Denver, CO.

Awards and Fellows (cont'd)

Research Enhancement Award. Spring 2006.

Awarded by The Graduate School, Michigan State University.

Rotary Ambassadorial Scholarship. 2000-2001.

Awarded by Rotary International Foundation, Chicago.

Asia Pacific Tourism Association Best Presentation, Graduate Category. September 1996.

Awarded by 2nd Annual Conference of the Asia Pacific Tourism Association, Townsville, Australia.

Professional Memberships

International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Member, 2008 – Present.

Michigan Hospitality Education Alliance (MIHEA) Member, 2008 – 2012.

Hospitality Sales & Marketing Association International (HSMAI) Member, 2010 – Present.

American Marketing Association (AMA) Member, 2010 – Present.

The Korea America Hospitality & Tourism Educators Association Member (KAHTEA), 2011 – Present.

Hospitality and Tourism Management (HTM) Research and Education Forum Member, 2009 – Present.

Professional Certificates

Tour Conductor Certificate, Korea Tourism Association (KTA),certificated in March 1995.

Lodging Employee Certificate, Korea Tourism Association (KTA),certificated in March 1995.

Level II Hotelier Certificate, Korea National Tourism Corporation (KNTC), certificated in March 1995.