**MIRAN KIM, Ph.D.**

**Assistant Professor**

*The* School of Hospitality Business

Eli Broad College of Business

Michigan State University

Phone: (517) 884-1584 / kimmi@broad.msu.edu

# EDUCATION

* Ph.D. in Tourism and Hospitality Marketing. Summer 2010.

**Michigan State University**, Department of Community, Agriculture, Recreation and Resource Studies (**Graduate Specialization in Hospitality Business**)

* Master of Science in Hospitality Business. Spring 2005.

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

* Diploma in Hospitality and Tourism Management. December 1994.

**Centre International de Glion Hotel School, Switzerland**

* Bachelor of Science in Home Economics. February 1992.

**Seoul National University, South Korea**

**ACADEMIC WORK EXPERIENCE**

* **Assistant Professor, Spring 2012-Present**

Michigan State University, *The* School of Hospitality Business

* **Fixed –term Instructor, Summer 2011-Fall 2011**

Michigan State University, *The* School of Hospitality Business

* **Post-doctoral Researcher, Fall 2010-Spring 2011.**

Michigan State University, Department of Community, Agriculture, Recreation and Resource Studies and an affiliated researcher with *The* School of Hospitality Business

* **Graduate Assistant** (Research Assistant and Teaching Assistant), **2005-2010.**

Michigan State University, *The* School of Hospitality Business

* **Teaching Assistant**, **2004-2005.**

Michigan State University, *The* School of Hospitality Business

* **Teaching Internship, Summer 2001.**

Su Won Junior High School, South Korea

**INDUSTRY WORK EXPERIENCE**

* **HSBC Bank, Korea**. Personal Banker (Senior Officer). 2001 – 2003.
* **Marriott Hotel, Busan, Korea**. Sales & Marketing Manager, 5-star Deluxe Business Hotel. 2000-2001.
* **Novotel Ambassador Hotel, Seoul, Korea**. Sales & Marketing Supervisor, 5-star Deluxe Business Hotel. 1997-2000.
* **Le Meridien Hotel, Phuket, Thailand**. Management Trainee, 5-star Super Deluxe Resort Hotel. 1996.
* **Movenpick Radisson Hotel, Geneva, Switzerland**. Trainee, 5-star Deluxe Business Hotel. 1994.

# MANUSCRIPT PUBLICATIONS, IN PRESS: FORTHCOMING, & ACCEPTED

* **Kim, M. R**., Schmidgall, R.S., and Damitio, J.W. (2017). Key managerial accounting skills for lodging industry managers: Third phase of a longitudinal study, *International Journal of Hospitality and Tourism Administration.* 18 (1), 23-40
* **Kim, M. R**., and Cichy, R. F. (2017). Private club members’ perceptions in adopting social media: Applying the technology acceptance model, *Journal of Hospitality and Tourism Technology* **(Accepted in January 2017 for a special issue)**
* Randhawa, P., **Kim, M. R**., Voorhees, C. M., Cichy, R. F., Koenigsfeld, J. P., & Perdue, J. (2016). Hospitality service innovations in private clubs. *Cornell Hospitality Quarterly*,*57*(1), 93-110.**(Tier 1)**
* **Kim, M. R.,** Knutson, B.J., and Choi, L. (2016). The effect of employee voice and delight on job satisfaction and behaviors. *Journal of Hospitality Marketing & Management, 25(5), 563-588* (**Tier 1**).
* Randhawa, P., **Kim, M. R**., andCichy, R.F. (2016). Service innovations: What the customers say and what the managers believe. *Journal of Hospitality Marketing and Management. 26(2), 186-206.* (**Tier 1)**

* Kim, S.H., Cha, J. M., **Kim, M. R.**, Cichy, R.F., and Tkach. J.K. (2016). Roles of private club volunteer leaders: An exploratory study of content analysis, *International* *Journal of Hospitality and Tourism Administration.17*(1), 43-71. **(Tier 1)**
* **Kim, M. R**., Zhang, L., Yu, J.H., Koenigsfeld, J.P., andCichy, R.F. (2016). Private club GMs’/COOs’ perceptions in adopting social media: Applying the technology acceptance model. *Journal of Tourism and Hospitality Management, 4(1), 37-48.*
* **Kim, M.R**., Vogt, C.A., and Knutson, B.J. (2016). Evidence of Member Hotel Programs Boosting Loyalty, *Journal of Tourism and Hospitality Management, 4(2), 49-63*.
* **Kim, M.R.,** Vogt, C.A., and Knutson, B.J. (2015), Relationships among customer satisfaction, delight, and loyalty in the hospitality industry, *Journal of Hospitality & Tourism Research. 39(2), 170-197.* **(Tier 1)**
* **Kim, M. R.,** Knutson, B. J., and Vogt, C. A. (2014) Post-trip behavioral differences between first-time and repeat guests: A two-phase study in a hospitality setting, *Journal of Hospitality Marketing & Management, 23(7), 722-745.* **(Tier 1)**
* **Kim, M. R**., Knutson, B. J., and Han, J.B. (2014) Understanding employee delight and voice from the internal marketing perspective, *Journal of Hospitality Marketing and Management.* 24(3), 260-286. **(Tier 1)**
* Choi, L., Lotz, S.L., and **Kim, M.R.** (2014) The impact of social exchange-based antecedents on customer organizational citizenship behaviors in service recovery, *Journal of Marketing Development and Competitiveness.* 8(3), 11-24
* **Kim, M.R.,** Kim, S.H., Cha, J.M., Cichy, R.F., Koenigsfeld, J.P., and Perdue, J. (2014). An exploratory study of perceived innovation characteristics influencing sustainable business practices in the private club industry, *Journal of Tourism Research & Hospitality*, *3(1),* DOI: 10.4172/2324-8807.1000135.
* Cha, J.M., Kim, S.H., Cichy, R.F., **Kim, M.R**., and Tkach, J.K. (2013). General managers' and chief operating officers' evaluations of private club boards of directors, *International Journal of Hospitality Management*, 32, 245-253. **(Tier 1)**
* Kim, S., Cichy, R.F., Cha, J., **Kim, M**.R., and Tkach. J.K. (2012). Effects of board size and board involvement on a private club’s financial performance, accepted to *International Journal of Contemporary Hospitality Management* **(Tier 1)*,***24(1), 7-25.
* **Kim, M.R**. (2012). The relationship between leisure traveler’s hotel attribute satisfaction and overall satisfaction, *Florida International University Hospitality and Tourism Review*, 31(1), Article 6.
* **Kim, M.R.,** Knutson, B, and Vogt, C. (2011). The Importance of customer satisfaction, delight on loyalty in the tourism and hospitality industry, *European Journal of Tourism Research*, Volume 4, Number 2, 226-228.
* **Kim, M.R.,** andTkach, J.L. (2010) Exploring the factors influencing hospitality student involvement in student-led clubs and events, accepted ***as a lead article*** to *Florida International University Hospitality and Tourism Review,* Volume 28, Number 2, 1-11.

# BOOK CHAPTERS PUBLICATION

* Cichy, R.F., Cha, J. M., Kim, S.H., and **Kim, M. R**. (2015). A framework for sustainable business practices in the private club industry, Sustainability *Social Responsibility, and Innovations in the Hospitality Industry*, 219

# MANUSCRIPT UNDER REVISION

* **Kim, M. R.,** Choi, L., Knutson, B. J., and Borchgrevink, C. P. Hotel Employees’ Organizational Behaviors from Cross-national Perspectives, *International* *Journal of Contemporary Hospitality Management* (**Tier 1**, under 3rd review)
* **Kim, M. R.,** andSchmidgall, R. S., The key accounting skills for hospitality managers: Trends over the last 25 years, 1990-2014, *Journal of Hospitality Marketing and Management* (**Tier 1,** under 2nd review)
* **Kim, M. R**., Choi, L., Borchgrevink, C. P. Knutson, B. J., & Cha, J.M. Understanding Gen Y employee’s voice extra-role behavior and team-member exchange: A cross-national comparison between the U.S. and China, *International* *Journal of Contemporary Hospitality Management* (**Tier 1,** under 1st revision)
* Schmidgall, R. S. and **Kim, M. R.** Operating budget processes and practices of clubs: A repeated cross-sectional study over four decades, *International* *Journal of Hospitality and Tourism Administration* (**Tier 1**, under 1st review)
* Beck, J.A., **Kim, M. R.,** and Schmidgall, R. S., The pricing for same day and very late (after 11 pm) same day guests in the lodging industry. *Journal of Quality Assurance in Hospitality & Tourism.* (under 1st revision)

# MANUSCRIPTS IN PROGRESS

* **Kim, M. R**., Zhang, L., Yu, J. H., Koenigsfeld, J., & Cichy, R. F. (in progress). Social Capital: Its Antecedents and Consequences in the Private Club Industry. (Target to Tier 1 Hospitality Journal in Spring 2017).
* **Kim, M. R.,** andSchmidgall, R. S. (in progress). Sales forecasting practices in the U.S. club industry (Target to Tier 1 Hospitality Journal in Spring 2017)
* **Kim, M. R**., Borchgrevink, C. P. Choi, L., Cha, J.M. & Knutson, B. J.(in progress). Exploring a causal-effect relationship between employee extra-role behaviors and organizational commitment (Target to Tier 1 Hospitality Journal in Summer 2017)
* **Kim, M. R**., Lee, E.S., Cichy, R. F., Cha, J.M., and Kim, S.H. (in progress). A comparison of LEED-certified and non-LEED certified hotels (Target to Tier 1 Hospitality Journal in Summer 2017).
* **Kim, M. R**., Cichy, R. F., Lee, E.S., Cha, J.M., and Kim, S.H. (in progress). Hotel guests’ behaviors toward indoor environment quality (Target to Tier 1 Hospitality Journal in Fall 2017).

# BROAD INTEGRATIVE FELLOWS (BIF) PROGRAM (CASE STUDY DEVELOPMENT)

* **Kim, M.R**., Narayanan, S., Nguyen, H., Yun, H., and Want, I. (in alphabetical order) Implementing customer focused sustainability practices at Marriott: Integrating people, profit, and planet perspectives (under revision).

**BUSINESS AND INDUSTRY ARTICLES**

* Cichy, R. F., **Kim, M. R.,** Cha, J. M., & Kim, S. H. (2016). Going green in private country clubs. *The BoardRoom*, *20*(264), pp. 31.
* Damitio, R., Schmidgall, R., and **Kim, M**.R. (2016) Financial vs. Managerial Accounting Skills, The Bottom Line, Winter, 2016, 31(1), 14-16.
* Cichy, R. F., Randhawa, P., & Kim, M. R. (2016). A study of private club innovations. *The Boardroom*. July/August, 76-77.
* Cichy, R., **Kim, M.R**., Zhang, L., and Yu, J.H. (2015) The power of connection: Private club research highlights the impact of social activities, events, social media, and online communities. Club Management, Fall, 2015, 20-21.
* Cichy, R., Randhawa, P., and **Kim, M.R**. (2015) Astudy of private clubs innovation, The BoardRoom, July/August 2015, 19 (259), 76-77.
* Cichy, R., Kim, S.H., Cha, J.M., and **Kim, M.R**. (2015) Productive private club volunteer leaders work in collaboration with GMs/COOs, The BoardRoom, Part 3, May/June, 2015, 19(258): 38
* Cichy, R., Kim, S.H., Cha, J.M., and **Kim, M.R**. (2015) Productive private club volunteer leaders work in collaboration with GMs/COOs, The BoardRoom, Part 2, March/April, 2015, 19(257): 70, 72
* Cichy, R., Kim, S.H., Cha, J.M., and **Kim, M.R**. (2015) Productive private club volunteer leaders work in collaboration with GMs/COOs, The BoardRoom, Part 1, January/February, 2015, 19(256): 78, 121
* Cichy, R. F., Cha, J. M., Kim, S. H., & Kim, M. R. (2015). A framework for sustainable business practices in the private club industry. pp 219 - 242. Boca Raton, FL: CRC Press. *Sustainability, social responsibility and innovations in tourism and hospitality*, (pp. 219-242). Boca Raton, FL: CRC Press.
* Cichy, R., Kim, S.H., Cha, J.M., and **Kim, M.R**. (2013). GMs & COOs evaluations of green practices in their private clubs, *The Boardroom*, May/June.
* Cichy, R., Kim, S.H., Cha, J.M., and **Kim, M.R**. (2013). Financial performance linked to board size and involvement in strategy, Club Management, July/August.
* Cichy, R.F., Kim, S., Cha, J., **Kim, M**. **R**., and Tkach. J.K. (2010). Who is the Leader of our Club? *Club Management*, November/December, Vol. 89. No. 6, 15.
* Cichy, R.F., Kim, S., Cha, J., **Kim, M**. **R.,** and Tkach. J.K. (2010). Volunteer Board and Committee Members’ Roles in Communicating in a Private Club. *Club Management*, September/October, 14-15.
* Kim, S.H., Cha, J.M., Cichy, R.F., **Kim, M. R.,** and Tkach, J.L. (2010). Board Members: Do You Know What is Expected of You from Your GM/COO? *Premier Club Services’ At Your Service*, Vol. 18. No. 4, August/September, 12.
* Cichy, R.F., **Kim, M. R.,** and Longstreth, J.K. (2006). Business relationships in the vending industry. *Vending & OCS Journal*, September/October, Vol. 14. No. 2. 80.
* Cichy, R.F., **Kim, M. R.**, and Longstreth, J.K. (2006). Building your emotional intelligence can enhance your client service and loyalty. *Vending & OCS Journal,* July/August, Vol. 14. No. 1. 49-50.
* Cichy, R., **Kim, M.R**., Cha, J.M., and Kim, S.H. (accepted) Going green in private country clubs, The BoardRoom.

# PROJECT REPORTS

* Vogt, C., **Kim, M. R.,** and Knollenberg, L. (2011). Paddler Survey. Partnerships with River Kayak Connection LLC, Downriver Linked Greenways, National Park Service Rivers Trails and Conservation Assistance, Michigan Sea Grant.
* **Kim, M.R.,** and Vogt, C. (2010).Bavarian Inn Lodge Guest Survey on the Guests’ socio-demographic Information, Planning, Activities, and Evaluation of the Bavarian Inn Lodge experience. A project report to Bavarian Inn Lodge, Frankenmuth in Michigan
* **Kim, M. R.,** and Vogt, C. (2009).Bavarian Inn Lodge Overnight Tourists Profile 2006/2007.

A project report to Bavarian Inn Lodge, Frankenmuth in Michigan

* **Kim, M. R.,** and Vogt, C. (2008).Saginaw County Overnight Tourists Profile 2006/2007.

A project report to Saginaw County Convention & Visitors Bureau in Michigan

# CONFERENCE PROCEEDINGS

* Suh, J. H., McCole, D. and **Kim, M.R.** (2017), Understanding effects of social earned media and social owned media on destination marketing, The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Houston, TX, p. 131.
* **Kim, M. R**., Choi, L., Knutson, B. J., and Borchgrevink, C. P. (2016). From leadership to customer service: A social exchange perspective. (pp. 20-22).
* Hemmingsen, R., and **Kim, M. R.** (2016). Student mindset of service management: A two-phase study in the undergraduate classroom. (pp. 55-58).
* **Kim, M. R**., Choi, L., Knutson, B. J., and Borchgrevink, C. P. (2016). “Impact of leader-member exchange on generationa Y employees’ organizational behaviors.” *ICHRIE Conference*, in the poster session, Dallas, TX, July 19 2016.
* **Kim, M.R**., Choi, L., Knutson, B., and Borchgrevink, C. (2015), The effects of leader-member exchange on hotel employees’ behaviors: Comparison between the U.S. and China hotel employees, The 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit, Orlando, FL, December 16, 2015.
* **Kim, M.R**. and Schmidgall, R.S. (2015). Financial executives’ perception of key managerial accounting skills to lodging and club managers, ICHRIE Conference, Orlando, FL, July 30, 2015.
* **Kim, M.R**., Choi, L., Knutson, B., and Borchgrevink, C. (2015). “The effects of leader-member exchange on hotel employees’ behaviors: Comparison between the U.S. and China's hotel employees.” *ICHRIE Conference, Orlando*, FL, July 30 2015.
* Hemingsen, R. and **Kim, M.R**. (2015), Student mindset of service management: A two-phase study in the MSU hospitality business classroom, Korea America Tourism and Hospitality Education Association (KAHTEA), Las Vegas, NV
* **Kim, M.R**., Choi, L., Knutson, B., and Borchgrevink, C. (2015), From leadership to customer service: A social exchange perspective, Korea America Tourism and Hospitality Education Association (KAHTEA), Las Vegas, NV
* Zhang, Y., **Kim, M.R**., and Schmidgall, R.S. (2015). The importance of managerial accounting skills to private club general managers, The 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL
* **Kim, M.R.,** Beck, J.A., and Schmidgall, R.S. (2014). The pricing policy and practices for the same day arrival guests, Greater Western Chapter of Travel & Tourism Research Association Conference (GWTTRA) conference, Denver, CO.
* **Kim, M.R**., Beck, J.A., and Schmidgall, R.S. (2014). An exploratory study of pricing for same day arrival guests, Korea America Hospitality & Tourism Educators Association (KAHTEA) conference, Las Vegas, NV. 2nd place of best paper award
* **Kim, M. R.,** Knutson, B. J., and Han, J.B (2013). Understanding customer delight from the internal marketing perspective, Greater Western Chapter of Travel & Tourism Research Association Conference (GWTTRA) conference, San Francisco, CA.
* **Kim, M. R.,** Kim, S.H., Cha, J.M., and Cichy, R. (2013). Perceived innovation characteristics of sustainable business practices: An application in the private club industry, Korea America Hospitality & Tourism Educators Association (KAHTEA) conference, Las Vegas, NV.
* Choi, L., Lotz, S. L., and **Kim, M. R**. (2013). Exploring antecedents of customer organizational citizenship behaviors (COCBs) in service recovery: A social exchange theory approach. American Marketing Association (AMA) Summer Marketing Educators’ Conference, Boston, MA.
* **Kim, M. R.,** Knutson, B. J., and Vogt, C. A. (2012), Differences between First-time and Repeat Visitors in Satisfaction, Delight, and Loyalty in a Hospitality Setting, ICHRIE Conference, Providence, RI.
* **Kim, M. R.,** and Knutson, B. J. (2012), Using an Internal Marketing Perspective to Understand the Role of Associate Delight in Company Performance, 2012 Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI.
* **Kim, M. R.,** Vogt, C. A., and Knutson, B. J. (2012), Extending satisfaction and loyalty research with a longitudinal perspective, 2012 Travel and Tourism Research Association International Annual Conference, Virginia Beach, VA.
* **Kim, M. R.**,Vogt, C.A., and Knutson, B.J. (2011).Are Loyalty Program Members More Loyal Than Nonmembers? Accepted for p*roceedings of The Great Lakes Hospitality & Tourism Educators Conference,* Grand Rapids.
* Cichy, R.F., Kim, S., Cha, J., **Kim, M**.**R.**, and Tkach. J.K. (2010). Private Club Board Development, Board Performance, and Satisfaction with the Board: From Perspectives of General Managers and Chief Operating Officers. *Proceedings of the 2010 International Council on Hotel, Restaurant, and Institutional, Education Conference*, Caribe Hilton, San Juan, Puerto Rico, forthcoming.
* **Kim, M. R.**,Knutson, B.J., and Vogt, C.A. (2010).Are Delighted Customers More Loyal?: A Preliminary Study of the Relationships between Customer Satisfaction, Delight, and Loyalty in the Tourism and Hospitality Industry. *Proceedings of the 15th Annual Graduate Student Research Conference in Hospitality and Tourism,* Washington D.C., 24-42.
* **Kim, M.R.**, Vogt, C. A., and Rummel\* A. (2008). Destination Loyalty: Exploring the Key Factors in Determining Customer Loyalty. *Proceedings of the 13th Annual Graduate Student Research**Conference in Hospitality and Tourism*,University of Central Florida,Orlando, FL, 1497-1506.
* **Kim, M.R.**, Vogt, C. A., and Rummel\* A. (2007). Destination and Accommodations-How Linked are They from a Customer’s Perspective? Proceedings of *the Northeastern Recreation Research Symposium*, GTR NRS-P-23, USDA, Forest Service, Bolton Landing, NY, 100-107.

# CONFERENCE & INDUSTRY PRESENTATIONS

* Suh, J. H., McCole, D. and **Kim, M.R.** (2017), Understanding effects of social earned media and social owned media on destination marketing, The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Jan 5-7, 2017, Houston, TX.
* **Kim, M.R**., Choi, L., Knutson, B., and Borchgrevink, C. (2016), Impact of LMX on Gen Y employees’ organizational behaviors, ICHRIE Conference, Dallas, TX
* **Kim, M.R**., Choi, L., Knutson, B., and Borchgrevink, C. (2015), The effects of leader-member exchange on hotel employees’ behaviors: Comparison between the U.S. and China hotel employees, The 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit, Orlando, FL.
* **Kim, M.R**. and Schmidgall, R.S. (2015). Financial executives’ perception of key managerial accounting skills to lodging and club managers, ICHRIE Conference, Orlando, FL.
* **Kim, M.R**., Choi, L., Knutson, B., and Borchgrevink, C. (2015), The effects of leader-member exchange and team-member exchange on employee role clarity and job satisfaction, ICHRIE Conference, Orlando, FL.
* Hemingsen, R. and **Kim, M.R**. (2015), Student mindset of service management: A two-phase study in the MSU hospitality business classroom, Korea America Tourism and Hospitality Education Association (KAHTEA), Las Vegas, NV
* **Kim, M.R**., Choi, L., Knutson, B., and Borchgrevink, C. (2015), From leadership to customer service: A social exchange perspective, Korea America Tourism and Hospitality Education Association (KAHTEA), Las Vegas, NV
* Zhang, Y., **Kim, M.R**., and Schmidgall, R.S. (2015). The importance of managerial accounting skills to private club general managers, The 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL
* Working two sides of the same story: Manager-customer perspectives of service innovations, 2014 ICHRIE Conference, San Diego, CA, July 31, 2014 (with Praneet Randhawa and Ronald F. Cichy)
* The roles of club's social media and events/activities in social capital and member loyalty in the private club industry, 2014 ICHRIE Conference, San Diego, CA, July 31, 2014 (with Lu Zhang, and Ronald F. Cichy)
* The pricing policy and practices for the same day arrival guests, Greater Western Chapter of Travel & Tourism Research Association Conference (GWTTRA) conference, Denver, CO, April 17, 2014 (with Beck, J.A., and Schmidgall, R.S.)
* An exploratory study of pricing for same day arrival guests, Korea America Hospitality & Tourism Educators Association (KAHTEA) conference, Las Vegas, NV, April 26, 2014 (with Beck, J.A., and Schmidgall, R.S.)
* Differences of employee’s behaviors between Generation Y and older generations, 2013 ICHRIE Conference, St. Louis, MO, July 26, 2013 (with Knutson, B.J., and Han, J.B.)
* Hotel room pricing: An analysis of pricing policies and practices for same day arrival guests 2013 ICHRIE Conference, St. Louis, MO, July 25, 2013 (with Beck. J.A., and Schmidgall, R.S.)
* Attributes of Sustainable Business Practices: An Application in the Private Club Industry, 2013 The Korea America Hospitality & Tourism Educators Association Conference, Las Vegas, NV, April 13, 2013 (with Kim, S.H., Cha, J.M., and Cichy, R.F.)
* Understanding customer delight from the internal marketing perspective, 2013 Greater Western Chapter of TTRA Conference, Berkeley, CA, April 12, 2013 (with Knutson, B. J., and Han, J.B.)
* Differences between First-time and Repeat Visitors in Satisfaction, Delight, and Loyalty in a Hospitality Setting, 2012 ICHRIE Conference, Providence, Rhode Island, August 4, 2012 (with Knutson, B. J., and Vogt, C. A.)
* Extending satisfaction and loyalty research with a longitudinal perspective, 2012 Travel and Tourism Research Association International Annual Conference, Virginia Beach, VA, June, 18, 2012 (with Vogt, C.A., and Knutson, B.J.)
* Using an Internal Marketing Perspective to Understand the Role of Associate Delight in Company Performance, 2012 Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, March 24, 2012 (with Knutson, B. J. )
* Are Loyalty Program Members More Loyal Than Nonmembers? Presentation at the Great Lakes Hospitality & Tourism Educators Conference, Grand Rapids, April 15, 2011.(with Vogt, C.A., and Knutson, B.J. )
* Portrait of a Paddler: Profiling Michigan’s Water Trail Users. Presentation at the Northeastern Recreation Research Symposium, Bolton Landing, NY, April 10, 2011. (with Christine A. Vogt and Lauren Knollenberg)
* Private Club Board Development, Board Performance, and Satisfaction with the Board: From Perspectives of General Managers and Chief Operating Officers. Presentation at the International Council on Hotel, Restaurant, and Institutional, Education Conference, July 28, 2010.

(with Seung H. Kim, Ron F. Cichy, Jae M. Cha, Julie L. Tkach).

* Bavarian Inn Lodge Guest Survey on the Guests’ socio-demographic Information, Planning, Activities, and Evaluation of the Bavarian Inn Lodge experience. Presentation at the Bavarian Inn Lodge, Frankenmuth, MI, May 18, 2010. (with Christine A. Vogt)
* The Role of Loyalty Program Membership on Customer Satisfaction and Loyalty of Hotel Experiences. Presentation at the Community, Agriculture, Recreation, and Resource Studies (CARRS) Graduate Research and Project Symposium, February 12, 2010. (with Christine A. Vogt)
* Are Delighted Customers More Loyal?: A Preliminary Study of the Relationships between Customer Satisfaction, Delight, and Loyalty in the Tourism and Hospitality Industry. Presentation at the 15th Annual Graduate Student Research Conference in Hospitality and Tourism, Washington D.C., January 7, 2010. (with Bonnie, J. Knutson, and Christine A. Vogt)
* Developing, Marketing and Programming Water Trails in Michigan.  Presentation at the Mid America Trails and Greenways Conference, Kalamazoo, MI, October 28, 2009. (with Christine A. Vogt, Theresa Groth, and Lauren Knollenberg)
* Bavarian Inn Lodge Overnight Tourists Profile 2006/2007. Presentation at the Bavarian Inn Lodge, Frankenmuth, MI, March 10, 2009. (with Christine A. Vogt)
* Clubs Aren’t What They Used to Be. Presentation at the World Conference on Club Management Industry, New Orleans, LA, February 6, 2009. (with Bonnie J. Knutson)
* Exploring the Factors Influencing Student Volunteer Involvement in College Student-led Clubs and Event Activities. Presentation at the 14th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV, January 5, 2009.
* Saginaw County Overnight Tourists Profile 2006/2007. Presentation at the Saginaw County Convention & Visitors Bureau’ Board Meeting, Saginaw, MI, November 18, 2008. (with Christine A. Vogt, and Jane Kwon)
* Effects of Customer Delight on Loyalty and Profitability in the Hospitality Industry. Poster presentation at the International Council on Hotel, Restaurant, and Institutional, Education Conference, Atlanta, GA, August 1, 2008.
* Educating the Next Generation of Global Managers. Poster presentation at the International Council on Hotel, Restaurant, and Institutional, Education Conference, Atlanta, GA, August 1, 2008.
* Destination Loyalty among in Shopping Tourists. Presentation at the Northeastern Recreation Research Symposium, Bolton Landing, NY, March 31, 2008.
* Destination Loyalty: Exploring the Key Factors in Determining Customer Loyalty. Presentation at the 13th Annual Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL, January 4, 2008.
* Destination and Accommodations-How Linked are They from a Customer’s Perspective? Presentation at the Northeastern Recreation Research Symposium, Bolton Landing, NY, April 16, 2007.
* Automatic Merchandising Leaders’ Emotional Intelligence. Presentation at the Great Lakes Hospitality & Tourism Educators Conference, MSU, MI, December 3, 2005. (with Julie L. Tkach)

# BOOK REVIEWS

* *Food Safety: Managing the HACCP Process.* Textbook authored by R. Cichy, published by published by The American Hotel & Lodging Educational Institute, 2nd Edition, 2008.
* *Purchasing for Food Service Operations*. Textbook authored by R. Cichy and J. Elsworth, published by The American Hotel & Lodging Educational Institute, 2007.
* *Managing Service in Food and Beverage Operations*. Textbook authored by R. Cichy and P. Hickey, published by The American Hotel & Lodging Educational Institute, 3rd Edition, 2005.
* *Emerging Leadership*. Textbook authored by R. Cichy and J. King, published by iUniverse, 2010

# AWARDS, GRANTS, & HONORS

* Research Grant, $20,000 (2016) from The Eli Broad College of Business: Effects of Sustainable Business Practices on Customer Perceived Value, Customer Satisfaction, and Brand Equity: A Comparison of LEED-Certified and Non-LEED Certified Hotels
* Research Grant, $20,000 (2015) from The Eli Broad College of Business: The Effects of Brand Personality on Brand Trust, Brand Affect, and Brand Loyalty in the Cross-cultural Luxury Hotel Context
* Research Grant, $1,000 (2015) from The Eli Broad College of Business related to Broad Integrative Fellow Program
* First Place Award from 2015 UURAF (University Undergraduate Research and Arts Forum): Research mentor of the awardee, Ryan Hemingsen
* Research Grant, $2,500 (2015), Club Foundation (Declined)-The effects of sustainable business practices on service quality, perceived value, club satisfaction
* Research Grant, $15,000 (2014) from The Eli Broad College of Business: Effects of Leader-Member Exchange on Internal Marketing Practices and Employee Job Behaviors in the United States and Asian Countries.
* 2nd place of best paper award from 2014 KAHTEA conference
* First Place Award from 2014 UURAF (University Undergraduate Research and Arts Forum): Research mentor of the awardee, JiYeon Kim
* A Complimentary Letter (2010) from an Owner & President, Bavarian Inn Lodge & Conference Center
* Travel Leaders Scholarship (2009), Tourism Cares
* H. William and Elizabeth A. Klare Memorial Scholarship and fellowship (2009, 2008, 2007, 2006, 2005), *The* School of Hospitality Business, Michigan State University
* A Graduate Fellowship (2009), *The* School of Hospitality Business, Michigan State University
* A Graduate Fellowship (2008), Eli Broad College of Business, Michigan State University
* Monthly Best Personal Banker (2003, 2002), HSBC Bank, Seoul, Korea
* Champion of the Year as a Personal Banker (2002), HSBC Bank, Seoul, Korea
* Employee of the Month (1998), Novotel Ambassador Hotel, Seoul, Korea
* A Complimentary Letters (2001, 1999) from British Embassy in Korea while working at Marriott Hotel, and Seoul National University while working at Novotel Ambassador Hotel, Seoul, Korea
* Highest GPS Scholarships (1990, 1991), Seoul National University, Korea

# PROFESSIONAL AFFILIATION &LICENSES

* Travel and Tourism Research Association International Annual Conference Member (2012)
* International Council on Hotel, Restaurant, and Institutional Education Member

(2008-2009, 2012-present)

* American Marketing Association (2013-2014)
* KAHTEA- Korea America Hospitality & Tourism Educators Association (2013-Present)
* MIHEA-Michigan Hospitality Education Alliance (2012-2013)
* Hotel Manager License, Korea National Tourism Organization, 1988.
* High School Teacher License, Seoul National University, 1991.

# JOURNAL EDITORSHIP

* Editorial Board of *International Journal of Hospitality & Tourism Administration* (2015-Present)

# PAPER REVIEWER

* + International Journal of Hospitality Management (2014-Present)
  + Journal of Hospitality and Tourism Research (2013-Present)
  + Cornell Hospitality Quarterly (2012-Present)
  + Journal of Hospitality Marketing & Management (2013-Present)
  + Journal of Travel and Tourism Marketing (2013-Present)
  + International Journal of Hospitality & Tourism Administration (2013-Present)
  + International Journal of Hospitality & Tourism Administration (2013-Present)
  + Annals of Tourism Research (2012)
  + Asia Pacific Journal of Tourism Research (2013-Present)
  + Tourism Management (2014)
  + I-CHRIE conference (2012-Present)
  + KAHTEA conference (2013-Present)
  + Graduate Education & Graduate Student Research Conference in Hospitality and Tourism Conference (2012-Present)

# LEADERSHIP AND SERVICE ACTIVITIES

* Advisor of MSU Hospitality Business Chinese Students Organization (2015-Present)
* Sunday School Teacher for Elementary Students, New Hope Baptist Church, East Lansing, Michigan (2010-Present)
* President of Korean Graduate Student Association, Department of Community, Agriculture, Recreation, and Resource Studies, Michigan State University, (2008-Spring 2010)
* President, Glion Hotel School Alumni Association, Korea(1997-2000)
* Student Chairperson, Department of Home Economics, Seoul National University (1991)
* Freshman President, Department of Home Economics, Seoul National University (1988)

# PROFESSIONAL DEVELOPMENT

* **HB Career Expo Keynote Speaker Seminar:**CEO of Jones Lang LaSalle: Nov. 3, 2015
* **HILTON LECTURES**: How do investors decide when to sell hotels? B**y Dr. John O’Neill, Penn State University (Fall 2015)**
* **Business Integrative Fellow Seminars:** Thinking outside the box, Michael Bahr, Jan. 23 2015
* **Business Integrative Fellow Seminars:** Executive mindset, Barb Cheng, Feb. 13, 2015
* **Business Integrative Fellow Seminars:** Case teaching and the case method, Susan Harmeling, Mar. 27, 2015
* **HILTON LECTURES: Branding research in the hospitality industry by Dr. Chekitan Dev, Associate Professor in the School of Hotel Administration, Cornell University (Fall 2014)**
* **HILTON LECTURES: Hotel renovation and their impact on guest satisfaction: An owner’s perspective by Dr. Barry Bloom, Executive Vice President and Chief Operating Officer, Xenia Hotels & Resorts (Fall 2013)**
* **Statistical workshop,** Center for Statistical Training & Consulting, Michigan State University, 2005-2009; Introduction to Structural Equation Modeling; Hierarchical Linear Models; Introduction to Multiple Regression Analysis; Intermediate Data Analysis Using SPSS.
* **Academic workshop,** Graduate School, Michigan State University, 2005-2009

Navigating the PhD: A Writing workshop; Responsible Conduct of Research: Personal Responsibility in Conducting Graduate; Research & Advancing Your Career

Career and Professional Development; From Graduate Student to Professor

* **The 2nd Annual MSU Women’s Leadership Conference,** Women’s Resource Center, Michigan State University, 2004