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EMPLOYMENT

July 2000 to Present	<u>Associate Professor</u> Michigan State University, <i>The School of Hospitality Business</i> , East Lansing, MI 48824.
January 1996 to May 2003	<u>Master of Science Program Director</u> Michigan State University, <i>The School of Hospitality Business</i> , East Lansing, MI 48824. Direct The Michael L. Minor Master of Science in Foodservice Management. Responsibilities include marketing of the program and student recruitment, selection, retention and advisement.
August 1994 to June 2000	<u>Assistant Professor</u> Michigan State University, <i>The School of Hospitality Business</i> , East Lansing, MI 48824. Primary responsibility for the lecture and laboratory content of the Quantity Food Production Systems course and the Advanced Food Service Management course as well as for food and beverage equipment specification, budgeting and purchasing. Teach Hospitality Beverages and Organizational Behavior in Hospitality Business as needed. Direct the international hospitality summer program in Norway. Promote exchange programs with University of Surrey and The Norwegian School of Management (BI). Advise students.
January 1989 to August 1994	<u>Visiting Lecturer</u> Michigan State University, School of Hotel, Restaurant and Institutional Management, East Lansing, MI 48824. Taught Quantity Food Production Systems, Advanced Food Service Management Beverage Management, Planning and Control for Food and Beverage Operations, Organizational Behavior in the Hospitality Industry, Hospitality Human Resources Management and Organizational Communication. Planned and directed the international hospitality summer program in Switzerland.

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September 1987
to December 1988

Instructor/Food Service Manager

Holyoke Community College, Hospitality Management Program and Division of Continuing Education (DCE), Holyoke, MA 01040.
Responsible for the instructional program in the quantity food production laboratory and the lecture and laboratory content of the Quantity Food Production course. Prepared and taught Food Service Management. Responsible for the management of day-to-day food service activities in the Campus Center as well as for the preparation and service of special food service events and banquets.

January 1987
to August 1987

Teaching Associate

University of Massachusetts, School of Management, Amherst, MA 01003.
Supervised and led discussion classes in Introductory Personnel and Human Resources Management; graded exams and quizzes.

January 1987
to August 1987

Assistant Restaurant Manager

Yankee Pedlar Inn, Holyoke, MA 01040.
Assisted in scheduling, directing and supervising the dining room service employees.

1984-1986

Graduate Teaching Assistant

University of Massachusetts, Department of Hotel, Restaurant and Travel Administration, Amherst, MA 01003.
Supervised and led laboratory classes in which students planned, prepared and served meals to paying guests, graded papers and exams, and lectured.

1984-1986

Research Consultant

Peppe's Pizza, Marketing Department, Corporate Office, Slependen, Norway.
Reported on developments in the U.S. food service industry and undertook specific research projects upon request.

1983-1984

Traveling Relief Manager and Assistant to Marketing Director

Peppe's Pizza, Corporate Office, Slependen, Norway.
Relieved or assisted individual restaurant managers, functioned as troubleshooter at properties as needed, assisted in the development of "frequent diner" programs, and compiled market studies of regions for potential expansion into Sweden and Denmark.

1979-1981

Restaurant Manager

Peppe's Pizza Stabekk A/S, Stabekk, Norway.
Assisted in the planning and building of the unit, established customer base, responsible for daily operations, hiring, training, planning and budgeting, local advertising and marketing; had profit center responsibility.

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1978-1979	<u>Restaurant Manager</u> Peppe's Pizza Konghellegaten, Oslo, Norway. Responsible for daily operations, hiring and training; had profit center responsibility.
June 1978 to September 1978	<u>Assistant Restaurant Manager</u> Peppe's Westend A/S, Oslo, Norway. Assisted in the daily operations; supervised and directed service and production staff.
1975-1976	<u>Head Cook</u> Norwegian Army, Tank Squadron Eastern Norway. Supervised kitchen staff and cooked for 300-1200 soldiers in camp and 40-50 soldiers when in bivouac and on maneuvers.
1974-1975	<u>Chef</u> Royal Norwegian Embassy, London, England. Responsible for menu planning, purchasing and meal preparation for the ambassador's daily meals, banquets and receptions.
1971-1974	<u>Apprentice Cook</u> Norum Hotel, Oslo, Norway.
 PART TIME EMPLOYMENT	
1983	<u>Restaurant Manager</u> Peppe's Pizza Stavanger, Stavanger, Norway. Assisted in the daily operations; supervised and directed service and production staff.
1976-1978	<u>Host</u> Peppe's Westend A/S, Oslo, Norway. Responsible for greeting and seating guests, taking reservations, controlling queue, and managing cloakroom.
1974	<u>Utility Worker</u> Peppe's Westend A/S, Oslo, Norway. Tended wine, beer and dessert bar; broiler and pizza cook; delivered pizza.
1969-1971	<u>Utility Worker</u> Scandinavian Airline Services Catering, Fornebu Airport, Oslo, Norway. Worked as grill cook, counter attendant, cashier, and bus person.

1968

Cooks' Assistant
Park Hotel, Sandefjord, Norway

EDUCATION

Doctorate (Ph.D.), 1994
Michigan State University, Department of Communication, East Lansing, MI 48824.

Certified Food and Beverage Executive (CFBE), 1989
American Hotel and Motel Association, The Educational Institute, East Lansing, MI 48824.

Master of Science, 1987
University of Massachusetts, Department of Hotel, Restaurant and Travel Administration, Amherst, MA 01003.

Undergraduate Degree, 1983
Norwegian College of Hotel and Restaurant Administration, Stavanger, Norway.

Diploma, 1978
Upper Secondary School of Economics, Oslo Realskole og Gymnas for Voksne [Oslo Middle School and High School for Adults], Oslo, Norway.

Certified Chef (CC), 1977
The Royal Department of Commerce, Hotel and Tourist Directorate, Oslo, Norway.

Culinary Degree, 1974
Oslo Vocational, Culinary School, Oslo, Norway.

PROFESSIONAL AFFILIATIONS

Brewers Association
Guild of Sommeliers
International Council on Hotel, Restaurant and Institutional Education
Society for Human Resources Management

AWARDS

The 2012 ICHRIE Conference Best Paper Award

The Research Chefs Association 2007 President's Award

The 2007 Thomas Jefferson Award for Culinary Excellence from
The American Culinary Federation (ACF) Capital Professional Chefs and Cooks
Association (CCPCA) in Lansing, MI.

The Hospitality Association's 2006 Professor of Hospitality Business Award

PROGRAM DEVELOPMENT

Bachelor of Science

Assisted in the conceptual development and promotion of a new major, *Hospitality Science*, designed to meet the needs of candidates who will work in food product development, food consulting firms, or food/technical sales.

Hospitality Business Graduate Specialization

Proposed and negotiated a Hospitality Business Graduate Specialization that interested graduate programs can offer from Fall Semester 2003. The Department of Communication at Michigan State University was the first to offer the specialization. The program helps meet the research and teaching needs of future hospitality scholars.

Exchange Program

Proposed and negotiated a bi-directional, undergraduate and graduate, semester/academic year and summer semester exchange program between Michigan State University and the Norwegian Business School (BI). Started Fall Semester 1999.

Summer Program

Proposed and developed an MSU international hospitality summer program to be offered and taught by the Norwegian School of Hotel Management. Ran from Summer Semester 1997 through Summer Semester 2003.

Master of Science in Hospitality Business

Proposed and assisted in the conceptual development of a Master of Science program in Hospitality Business. Implemented Fall Semester 2003.

Master of Science in Foodservice Management

Assisted in the conceptual development of a Master of Science program in food service management. Implemented Fall Semester 1996.

PUBLICATIONS

- Borchgrevink, C. P. (in press). Predicting Alcohol Consumption in Hospitality Populations Using Sense of Coherence. *Journal of Tourism and Hospitality Management*
- Susskind, A. M., Kacmar, K. M. & Borchgrevink, C. P. (in press). Guest-server exchange model (GSX) and performance: The connection between service climate and unit-level sales in multi-unit restaurants. *Journal of Hospitality & Tourism Research*.
- Cha, J. M. & Borchgrevink, C. P. (in press). Leader-member exchange (LMX) and front-line employees' service-oriented organizational citizenship behavior in the foodservice context: Exploring the moderating role of work status. Accepted for publication in the *International Journal of Hospitality & Tourism Administration*
- Kim M. R., Choi, L., Knutson, B. J. & Borchgrevink, C. P. (2016). From leadership to customer service: A social exchange perspective. *Proceedings of the 2016 Korea America Hospitality & Tourism Educators Conference*.
- Kim M. R., Choi, L., Knutson, B. J. & Borchgrevink, C. P. (2016). The effects of leader-member exchange on hotel employees' behaviors: Comparison between the U.S. and China hotel employees. *Proceedings of The 3rd World Research Summit for Tourism and Hospitality Conference*.
- Uebersax, M.A., Siddiq, M., Borchgrevink, C. P. (2016). Chapter 18: Culinology Applications in Food Processing – From A Chef's Perspective. In Cousminer, J. J (ed.), *Culinology®: The Intersection of Culinary Art and Food Science*. Hoboken, NJ: John Wiley & Sons.
- Borchgrevink, C. P. & Sherwin, A. L. (2015). A Test of the Vinotype Premise: Predicting novice consumer wine preferences based on food and beverage consumption patterns and preferences. *Proceedings of the 2015 Annual International Council on Hotel, Restaurant and Institutional Education Conference*.

- Kim M. R., Choi, L., Knutson, B. J. & Borchgrevink, C. P. (2015). Effects of leader-member exchange and team-member exchange on employee role clarity and job satisfaction. *Proceedings of the 2015 Annual International Council on Hotel, Restaurant and Institutional Education Conference*.
- Cha, J. & Borchgrevink, C. P. (2014). Service climate in restaurants. *International Journal of Hospitality & Tourism Administration*, 15(1), 19-37.
- Borchgrevink, C. P., Cha, J.M., Kim, S.H. (2013). Hand washing practices in a college town environment. *Journal of Environmental Health*, 75(8), 18-24.
- Borchgrevink, C. P. & Borchgrevink, H. C. (2013). Self-selection and alcohol consumption. *International Journal of Hospitality Management*, 33(1), 389-396.
- Borchgrevink, C. P. (2013). Culinary perspectives of dry beans and pulses. In Siddiq, M. & Uebersax, M. A. (eds.). *Dry Beans and Pulses Production, Processing and Nutrition*. Oxford, UK: Blackwell Publishing Ltd.
- Borchgrevink, C. & Perry, R. (2013). *Wine and Other Hospitality Beverages*, 2nd edition. Dubuque, IA: Great River Learning.
- Borchgrevink, C. P. (2012). *Beginning to Explain Differences in Risky Alcohol Consumption Behaviors Across Hospitality Business and Non-Hospitality Business Populations Using the Vollrath and Torgersen Personality Typology*. Proceedings of the 2012 Great Lakes Hospitality & Tourism Educators Conference.
- Borchgrevink, C. P., Borchgrevink, H. C., Sciarini, M. P. (2011). Alcohol consumption and sense of coherence among hospitality and non-hospitality college age populations. *Proceedings of the 2011 Annual International Council on Hotel, Restaurant and Institutional Education Conference*.
- Borchgrevink, C. P., Cha, J., Kim, S., Frangos, M., Clark, M., & Bradford, A. (2011). Handwashing compliance rates and predictors in a college town environment. *Proceedings of the 2011 Annual International Council on Hotel, Restaurant & Institutional Education Conference*.

- Borchgrevink, C. P., Borchgrevink, H. C., & Sciarini, M. P (2011). Alcohol consumption among hospitality and non-hospitality majors: Is it an issue of personality? *Proceedings of the 2011 Great Lakes Hospitality & Tourism Educators Conference*.
- Cha, J., Borchgrevink, C., Kim, S. (2011). Handwashing behaviors in foodservice establishment restrooms: An observational study. *Proceedings of the 2011 Great Lakes Hospitality & Tourism Educators Conference*.
- Sciarini, M., Robins, R., & Borchgrevink, C. (2011). E-Learning in higher education. *Proceedings of the 2011 Great Lakes Hospitality & Tourism Educators Conference*.
- Borchgrevink, C. & Perry, R. (2011). *Wine and Other Hospitality Beverages*. Dubuque, IA: Great River Technologies.
- Borchgrevink, C. P., Sciarini, M. P. and Borchgrevink, H. C. (2010). Alcohol consumption among hospitality students and hospitality employees: A replication and pilot study. *Proceedings of the 2010 Annual International Council on Hotel, Restaurant & Institutional Education Conference*.
- Borchgrevink, C P. (2010). Cobia: The New Fish in Town? *The Capital Culinary News*, 16(6), 4-5.
- Borchgrevink., C. P., Elsworth, J. D., Taylor, S. E. & Christensen, K. E. (2009). Food intolerances, food allergies and restaurants. *Journal of Culinary Science & Technology*, 7(4), 259-284.
- Borchgrevink, C. P. (2009). Culinary precision: Making the cut. Part Two. *The Capital Culinary News*, 15(10), 14-15.
- Borchgrevink, C. P. (2009). Culinary precision: Making the cut. *The Capital Culinary News*, 15(9), 4-5.
- Borchgrevink, C. P., Sciarini, M., & Condrasky, M. (2009). Changing Culinary Occupation: Surfacing the Life of Research Chefs. In J. Carlsen, M. Hughes, K. Holmes, & R. Jones (eds.). *Proceedings of the 18th Annual CAUTHE Conference*. Canning Bridge, Western Australia: Promaco Conventions.
- Sciarini, M. P. & Borchgrevink, C. P (2008). HB @ MSU: When and why? *Journal of Hospitality and Tourism Education*, 20(3) 12-16.

- Schmidgall, R.S., Borchgrevink, C. P. (2008). Wine purchases, pricing and inventory practices at private clubs. *The Bottom Line*, 23(2), 16-19.
- Susskind, A. M., Kacmar, K. M. & Borchgrevink, C. P. (2007). How organizational standards and coworker support improve restaurant service. *Cornell Hotel and Restaurant Administration Quarterly*, 48(4), 370-379.
- Borchgrevink, C. P., Sciarini, M. P. & Susskind, A. M. (2007). Hot beverages at quick service restaurant (QSR) drive-thru windows. *Journal of Hospitality and Tourism Management*, 14(1), 37-46.
- Susskind, A. M., Behfar, K., & Borchgrevink, C. P. (2006). An Exploration of the relationship between communication network structures team-member exchange quality and teamwork. In G. B. Graen & J. A. Graen (eds). *Sharing Network Leadership. Volume 4 in LMX Leadership: The Series*. Greenwich, CT: Information Age Publishing
- Borchgrevink, C. P. & Susskind, A. M. (2006). Consumer acceptance of server recommendations. *International Journal of Hospitality & Tourism Administration*, 7(4), 21-41.
- Borchgrevink, C. P. (2004). Leader-member exchange in a total service industry: The hospitality business. In G. B. Graen (Ed.), *LMX Leadership: The Series: New Frontiers of Leadership*, (Vol. 2). Greenwich, CT: Information Age Publishing.
- Borchgrevink, C. P. (2003 December). Chillies and chiles, part 3. *The Capital Culinary News*, 9(10), 5.
- Borchgrevink, C. P. (2003 November). Chillies and chiles, part 2. *The Capital Culinary News*, 9(9), 5 ff.
- Borchgrevink, C. P. (2003 October). Chillies and chiles, part 1. *The Capital Culinary News*, 9(8), 5 ff.
- Borchgrevink, C. P. (2003) Reprint. When is a cèpe not a porcino? *Culinology Currents*, Summer 2003, 4, 17.
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Borchgrevink, C. P. & Anchill, D. (2003). Beverage control systems and the guest's perspective: Standardization and value. *Journal of Hospitality and Leisure Marketing*, 10(1/2), 151-159.

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Borchgrevink, C. P., Ninemeier, J. D. & Mykletun, R. J. (2001). *Silent* (non-language) training videos: Cross cultural hospitality applications. *Journal of Hospitality & Tourism Education*, 13(3/4), 41-44.

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Borchgrevink, C. P. (2001). What's up with those wine labels anyway? *The Capital Culinary News*, 7(5), 7 ff.

Borchgrevink, C. P. (2001). Parasitic concerns. *The Capital Culinary News*, 7(2), 67, 10.

Borchgrevink, C. P. (2001). Michigan food law – 2000. *The Capital Culinary News*, 7(1), 6-8.

Borchgrevink, C. P. (2000). The health inspector is not your enemy. *The Capital Culinary News*, 6(10), 6-8, 10.

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Borchgrevink, C. P. (2000). My beef with seafood - part 2. *The Capital Culinary News*, 6(6), 6, 9.

Borchgrevink, C. P. (2000). My beef with seafood - part 1. *The Capital Culinary News*, 6(5), 6.

Borchgrevink, C. P. (2000). Everything perfect at Café Annie. *The Capital Culinary News*, 6(3), 1, 4-5.

- Susskind, A. M., Borchgrevink, C. P., Kacmar, K. M. & Brymer, R. A. (2000). Customer service employee's behavioral intentions and attitudes: An examination of construct validity and a path model. *International Journal of Hospitality Management*, 19(1), 53-77.
- Susskind, A. M., Borchgrevink, C. P., Brymer, R. A & Kacmar, K. M. (2000). Customer service behavior and attitudes among hotel managers: A look at perceived support functions, standards for service and service process outcomes. *Journal of Hospitality & Tourism Research*, 24(3), 373-397.
- Tarras, J. M. & Borchgrevink, C. P. (2000) Expert Witness Involvement in Safety Issues. *Journal of Hospitality and Tourism Education*, 12(1), 25-26.
- Borchgrevink, C. P. (1999). The origin of the menu: A historical snippet. *The Capital Culinary News*, 5(9), 4. [reprint]
- Borchgrevink, C. P. (1999). Early Foodservice Influences. *The Capital Culinary News*, 5(8), pp. 4. [reprint]
- Borchgrevink, C. P. (1999). Visible beverage control systems: Do guests care? *Journal of Hospitality & Leisure Marketing*, 6(3), 71-83.
- Knutson, B. J., Borchgrevink, C. P. & Woods, R. H. (1999) Validating a typology of the customer from hell. *Journal of Hospitality & Leisure Marketing*, 6(3), 5-22.
- Borchgrevink, C. P. & Susskind, A. M. (1999) Beverage communication at mid-priced casual theme restaurants: Guest experiences and preferences. *Praxis – The Journal of Applied Hospitality Management*, 1(2), 92-117.
- Borchgrevink, C. P., Susskind, A. M. & Tarras, J. M. (1999). Consumer preferred hot beverages. *Food Quality and Preference*, 10(2), 117-121.
- Knutson, B. J. Woods, R. H. & Borchgrevink, C. P. (1999). Examining the characteristics of "Customers from Hell" and their impact on the service encounter. *Journal of Hospitality and Tourism Education*, 10(4), 52-56.
- Susskind, A. M. & Borchgrevink, C. P. (1999). Team-based interaction in the foodservice instructional laboratory: An exploratory model of team composition, team-member interaction, and performance. *The Journal of Hospitality and Tourism Education*, 10(4), 22-29.

- Borchgrevink, C. P. & Sciarini, M. P. (1999). Professional preparation. In Barrows, C. W. & Bosselman, R. H. (eds.). *Hospitality Management Education*. New York: Haworth Press, 97-130.
- Borchgrevink, C. P. (1999) (ed.) *Perspectives on the Hospitality Industry*. Dubuque, IA: Kendall/Hunt Publishing Company.
- Borchgrevink, C. P. (1999). The historical perspective. In Borchgrevink, C. P. (ed.). *Perspectives on the Hospitality Industry*. Dubuque, IA: Kendall/Hunt Publishing Company, 39-62.
- Ninemeier, J. D. & Borchgrevink, C. P. (1999). The control perspective in food and beverage operations. In Borchgrevink, C. P. (ed.) *Perspectives on the Hospitality Industry*. Dubuque, IA: Kendall/Hunt Publishing Company, 231-252.
- Kasavana, M. L. & Borchgrevink, C. P. (1999) Untangling web search engines. *Journal of Hospitality and Tourism Education*, 10(4), 45-51.
- Borchgrevink, C. P. (1999). Should wine breathe? *The Capital Culinary News*, 5(2).
- Borchgrevink, C. P. (1998). Taking issue with Lynn and Mullen's meta-analytic recommendations: A rejoinder. *Journal of Hospitality & Tourism Research*, 22(1), 98-101.
- Borchgrevink, C. P. & Susskind, A. M. (1998). Micro-brewed beer and the patrons of mid-priced, casual restaurants. *Journal of Hospitality & Leisure Marketing*, 5(2/3), 115-129.
- Borchgrevink, C. P., Nelson, R. H & Ruf, J. L. (1998). It is a chef's life. *Journal of Hospitality & Tourism Education*, 10(2),13-18.
- Borchgrevink, C. P. & Boster F. J. (1998) Leader-member exchange and interpersonal relationships: Construct validity and path model. *The Journal of Hospitality & Leisure Marketing*, 5(1), 53-80.
- Borchgrevink, C. P. (1998). Reporting reliability coefficients and the issue of correcting for attenuation. *Journal of Hospitality & Tourism Education*, 9(4), 4-5.

- Borchgrevink, C. P. (1998). My beef with seafood, or "O fishmonger, o fishmonger, where art thine fresh fish o fishmonger?" *Capital Culinary News*, 4(2), pp. 9
- Borchgrevink, C. P (1998). Wine and Food, continued . *Capital Culinary News*, 4(1).
- Borchgrevink, C. P. (1997). Wine and Food. *The Capital Culinary News*, 3(7), 4-8.
- Borchgrevink, C. P. & Knutson, B. J. (1997) Norway seen from abroad: perceptions of Norway and Norwegian hospitality and tourism. *The Journal of Hospitality and Leisure Marketing*, 4(4), 25-48.
- Borchgrevink, C. P., Cichy, R. F. & Susskind, A. M. (1997). Lean and mean do not equal profitable and hospitable. *The Florida International University Hospitality Review*, 15(2), 17-25.
- Borchgrevink, C. P. (1997). Leader-member exchange: Paying attention to your immediate subordinate pays off! *The Florida International University Hospitality Review*, 15(1), 97-102.
- Borchgrevink, C. P. & Boster, F. J. (1997). Leader-member exchange development: A hospitality antecedent investigation. *The International Journal of Hospitality Management*, 16(3), 241-259.
- Kasavana, M. K. & Borchgrevink, C. P. (1997). Taking a byte out of the Internet: The best of cyberfoodservice. *Journal of Hospitality & Tourism Education*, 9(1), 56-61.
- Dove, P. L., Borchgrevink, C. P., Sciarini, M. P. & Ninemeier, J. D. (1996). "Silent" training videos: A modern anachronism or quality training for multilingual audiences? *The Hospitality and Tourism Educator*, 8(4), 41-43.
- Borchgrevink, C. P. & Susskind, A. M. (1996). Beverage communication: The experiences and preferences of restaurant customers: A pilot study. *The Hospitality and Tourism Educator*, 8(1), 19-24.
- Borchgrevink, C. P. & Susskind, A. M. (1995). The validity of the Hinkin and Schriesheim power scales and superior-subordinate power relationships within hospitality. *The Hospitality Research Journal*, 20(1), 39-56.
- Borchgrevink, C. P. & Kasavana, M. K. (1995). Internet browsing. *The Hospitality and Tourism Educator*, 7(4), 31-35.

- Borchgrevink, C. P. & Schmidgall, R. S. (1995). Budgeting practices of U.S. lodging firms. *The Bottom Line*, 10(5), 13-17.
- Schmidgall, R. S., Borchgrevink, C. P., Zahl-Begnum, O. H. (1994). Budgeting practices of lodging firms in the U.S. and Scandinavia. *The International Journal of Hospitality Management*, 15(2), 189-203.
- Borchgrevink, C. P. (1994). *Antecedents of Leader-Member Exchange*. Doctoral Dissertation, Department of Communication, Michigan State University.
- Borchgrevink, C. P. & Boster, F. J. (1994). Leader- member exchange: A test of the measurement model. *The Hospitality Research Journal*, 17(3), 75-100.
- Grau, J. & Borchgrevink, C. P. (1993). Doing more with less: Interdisciplinary education, research and scholarship. *The Hospitality & Tourism Educator*, 5(4), 67-69.
- Borchgrevink, C. P. (1991). Revisiting Theory M, *The Cornell Hotel and Restaurant Administration Quarterly*, 31(4), 8-11. [Letter]
- Donohue, W. A., Ramesh, C. & Borchgrevink C. (1991). Crisis bargaining: Tracking relational paradox in hostage negotiation. *The International Journal of Conflict Management*, 2, 257-273.

CONFERENCE PAPERS

- Kim M. R., Choi, L., Knutson, B. J. & Borchgrevink, C. P. (2016). *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 Conference.
- Kim, M.R., Choi, L., Knutson, B., and Borchgrevink, C. (2016). *From Leadership to Customer Service: A Social Exchange Perspective*. The 2016 Annual Korea America Tourism and Hospitality Education Association (KATHEA) Conference.
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- Cha, J., Borchgrevink, C., Kim, S. (2011). *Handwashing Behaviors in Foodservice Establishment Restrooms: An Observational Study*. The 2011 Great Lakes Hospitality & Tourism Educators Conference.
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- Borchgrevink, C., Elsworth, J., Taylor, S. & Christensen, K. (2008). *Food Intolerances, Food Allergies and Restaurants*. Poster presentation at the 2008 annual conference of the Council on Hotel, Restaurant and Institutional Education, Atlanta, GA.
- Borchgrevink, C., Sciarini, M., & Condrasky, M. (2008). *Surfacing the Working Lives of Research Chefs*. Poster presentation at the annual Research Chefs Association Conference, Seattle, WA.
- Borchgrevink, C., Carlson, M., Condrasky, M., Cusick, R., De Rovira, D., Firth, M., Julius, C., Ricciardi, P., Rittman, A., Schnepf, & M. Skinner, C. (2007). *Knowledge Competencies for Practicing Culinologists*. _Poster presentation at the annual Research Chefs Association Conference, New Orleans, LA. (Authors in alphabetical order)
- Christensen, K. L. & Borchgrevink, C. P. (2005). *Food Intolerances, Food Allergies, and Restaurants: A Pilot Study*. The 2005 Great Lakes Hospitality and Tourism Educators Conference in Indianapolis, IN
- Borchgrevink, C. P. (1996). *Bedre Ledelse: Nøkkelen til økt lønnsomhet [Better Leadership: The Key to an Improved Bottom Line]*. The 1996 Norwegian College of Hotel Management Service Forum annual conference.
- Borchgrevink, C. P. (1995) *Norway seen from Abroad: Perceptions of Norway and Norwegian Hospitality*. The 1995 Norwegian College of Hotel Management Service Forum annual conference.
- Borchgrevink, C. P. & Tamborini, R. (1994). *Empathy and the Verbal Immediacy of Messages in Face-to-Face Comforting*. The 1994 Speech Communication Association annual conference, New Orleans.
- Schmidgall, R. S. & Borchgrevink, C. P. (1994). *Lodging Budgeting Practices in the United States and Scandinavia*. Presented at the October 4, 1994 EUHOFA Congress, Providence, RI.
- Borchgrevink, C. P. (1993). *Burnout among Non-Managerial Hospitality Employees*. The annual conference of the Council on Hotel, Restaurant and Institutional Education (CHRIE), Chicago, IL.

- Tarras, J. M. & Borchgrevink, C. P. (1993). *International Hospitality Management Contracts: Structure and Process*. The annual conference of the Council on Hotel, Restaurant and Institutional Education (CHRIE), Chicago, IL.
- Borchgrevink, C. P. & Donohue, W. A. (1993). *Leader-Member Exchange and Power Distance Reduction Theory*. The annual conference of the Speech Communication Association, Miami, FL.
- Borchgrevink, C. P. & Donohue, W. A. (1991). *Leader-Member Exchange and Psychological Distance: An Investigation of Verbal Immediacy in the Exchange*. The annual conference of the Speech Communication Association, Atlanta, GA.
- Donohue, W. A., Rogan, R., Ramesh, C. N. & Borchgrevink, C. P. (1990). *Crisis Bargaining: Tracking the Double Bind through Verbal Immediacy in Hostage Negotiations*. The annual conference of the Speech Communication Association, Chicago, IL.
- Donohue, W. A., Rogan, R., Ramesh, C. N. & Borchgrevink, C. P. (1990). *The Role of Relational Development in Hostage Negotiation*. The annual conference of the Central States Communication Association, Detroit, MI.

SERVICE ACTIVITIES

Currently serving on the Board of Consulting Editors for

- *The Journal of Hospitality & Tourism Research*
- *The Journal of Hospitality & Tourism Education*
- *The Scandinavian Journal of Hospitality and Tourism*
- *The International Journal of Hospitality and Tourism Administration*
- *The International Journal of Culture, Tourism, and Hospitality Research*

Currently serving as ad-hoc reviewer for

- *Cornell Hospitality Quarterly*
- *International Journal of Hospitality Management*
- *Communication Research*
- *International Journal of Contemporary Hospitality Management*
- *Journal of Hospitality, Leisure, Sport, & Tourism Education*
- *International Council on Hotel, Restaurant and Institutional Education Conferences*
- *Journal of Hospitality Marketing & Management*

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Currently serving on the Board of Advisors of Educated Choices LLC, an educational consulting firm specializing in post-secondary foreign education evaluation services and planning

Served on the Deacon Board at Trinity Church, Dunckel Road, Lansing, 2005-2015.

Served as President of the Hospitality Education Alliance of Michigan, 2014. Dissolved in 2014.

Retained as expert witness on one case in 2014

Served as Vice President of the Hospitality Education Alliance of Michigan, 2012-2014.

Performed External Program Reviews for Southwest Minnesota State University Departments of Hospitality Management and Culinary, 2013.

Served as Secretary/Treasurer of the Hospitality Education Alliance of Michigan, 2010-2012.

Retained as expert witness on two cases in 2013

Served as ad-hoc referee for Perceptual and Motor Skills 2011-2012

Served on the SE Asia Missions Team at Trinity Church, Dunkel Road, Lansing 2010-2011

Interviewed by ABC Action News, Tampa, Florida, reporter Linda Hurtado for a 2/12/2011 news broadcast and on-line news article regarding hot coffee temperatures and patron burns

Judged submitted proposals for the 2010 Fourth Annual National Culinary Student Competition

November 2010, presenter in Career *Expo* 's day program

Served on the following Research Chefs Association committees and taskforces 2000-2011:

- Education Committee, Culinary Student Competition
- Committee, Culinary Student Conference Paper Review
- Committee, CRC and CCS Fellows Program Taskforce, Research Chefs Association Conference Education Sessions Taskforce

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Served as President of The Research Chefs Education Foundation 2009-2010

Served as Secretary/Treasurer of the Michigan Council on Hotel, Restaurant and Institutional Education, 2008-2010

Served on the Michigan State University Hearing Board 2006-2009 academic years

Assisted in the modification and implementation of the 2009 Third Annual National Culinology Student Competition; Judged submitted proposals; Judged Conference Competition

Served on the Michigan State University Academic Integrity Review Board in the 2003 -2009 academic years

Retained as expert witness on 1 case in 2010

Retained as expert witness on 1 case in 2009

Retained as expert witness on 1 case in 2008

Invited as subcontractor by the Eastern Research Group, Inc. to participate in a Delphi study titled "Modeling the Effects of Food Handling Practices on the Incidence of Foodborne Illness". The core client is the Food and Drug Administration, Center for Food Safety and Applied Nutrition. Completed August 2008.

Assisted in the modification and implementation of the 2008 Second Annual National Culinology Student Competition. Judged submitted proposals.

Spoke to the Capitol Area Mothers of Multiples Club September 29, 2007. Topic: Key Varietals and Wine and Food matching

Assisted in the development and implementation of the 2007 First Annual National Culinology Student Competition. Judged submitted proposals and the competition.

Interfaced with USDOL Bureau of Labor Statistics during 2006 hearing period regarding the revision of the Standard Occupational Classifications (SOCs) on behalf of the Research Chefs Association. Helped develop a petition to add research chef and related occupations to the SOC.

Retained as expert witness on 1 case in 2006

Retained as expert witness on 1 case in 2005

Planned, procured, and produced meals for Michigan International Camporee 2004, a summer scouting event that attracted about 600 regional and international scouts for 1 week at the BSA Northwood Camp.

Retained as expert witness on 2 case in 2004

Presented to the American Culinary Foundation Capitol Area Chefs and Cooks Association on February 9, 2004. Topic: Key Varietals and Wine and Food matching.

Retained as expert witness on 1 case in 2003

Served on the Norwegian Hotel School's 2000 curricular advisory board.

Served on the Norwegian Hotel School's 2000 faculty search committee

Retained as expert witness on 1 case in 2000

Retained as expert witness on 3 cases in 1999

Served on the Norwegian Hotel School's 1998 faculty search committee

Retained as expert witness on 2 cases in 1998

Retained as expert witness on 3 cases in 1997

September 1997, reviewed a hospitality text for 3rd edition and a manuscript prospectus for Prentice Hall

August 1997, acted as food judge for the Michigan Festival of Foods.

April 1997, completed data search for Tom Oas, Health Director in Arlington Heights, IL, re. Smoking bans in restaurants.

March 1997, completed data search for Linda Gardner (Board of Water and Light) re. Hospitality wages and job descriptions for banquet managers.

March 1997, presented wine seminar for MSU-MBA students.

February 1997, completed data search for Christine White re. Banquet halls and business plans.

February 1997, completed data search for Brian Majorsky of Dean Witter, NY, re history of restaurant development in the USA.

November 1996, presenter in *Career Expo* 's day program

November 1996, presented a wine seminar to MSU MBA students

Retained as expert witness on 5 cases in 1996.

August 1996, acted as food judge for the Michigan Festival of Foods.

November 1995, invited presentation "Scholarship and Competency Development" at the first annual scholarship meeting and reception of the Norwegian Hotel and Restaurant Association.

Retained as expert witness on 2 cases in 1995.

March 1995, presented "Food and Wine Essentials" to the MSU Senior Class.

November 1994, completed a review of hospitality text book in 9th edition

Retained as expert witness on 2 cases in 1994.

October 1994, interviewed by Marc Stewart, Reporter, WLNS-6-TV, regarding restaurants.

September 1994, consulted by Doris Brown, President, Brown's Server Academy regarding hospitality certification.

April 1994, prepared, compiled, analyzed and summarized a survey-based analysis of an airport foodservice operation for Chef Robert H. Nelson.

April 1994, consulted by Mr. Victor DeRenzo, United Airlines, Department EXOHH, Chicago, regarding service etiquette.

Retained as expert witness on 1 case in 1992

April 1993, reviewed a book manuscript considered for publication by MacMillan Publishing.

December 1992, guest speaker at the Undergraduate Communication Association dinner; spoke regarding business dining etiquette.

December 1992, interviewed by Ms. Chris Alexander of Channel 12 (Flint) regarding table manners and etiquette. Aired twice.

Fall 1992, reviewed 8th edition of hospitality text book for 9th (1993) edition for MacMillan Publishing.

September 1992, reviewed prospectus for a hospitality textbook manuscript submitted for consideration to MacMillan Publishing.

July 1991, reviewed prospectus of a textbook submitted for consideration to MacMillan Publishing.