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Associate Professor
The School of Hospitality Business,
Eli Broad College of Business
Michigan State University
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EDUCATION

Ph.D. in Organizational Communication, with a Specialization in Hospitality Business

Michigan State University. Graduated in December 2005.

Department of Communication and *The School of Hospitality Business*

Dissertation advisor: Dr. Carl P. Borchgrevink

Dissertation title: *Effects of perceived service climate and service role ambiguity on frontline employees' service orientation in foodservice establishments*

The Michael L. Minor Master of Science in Foodservice Management

Michigan State University. Spring 1997 - Summer 1998.

The School of Hospitality Business, Eli Broad College of Business

Participated in International Hospitality Management Study Abroad program,
Norwegian College of Hotel Management, Stavanger, Norway, Summer 1998

Associate in Business in Culinary Arts Specialization

Lansing Community College, Michigan. Fall 1996 - Spring 1998.

Department of Hotel & Foodservice Operations

Bachelor of Home Economics, majoring in Food Science and Nutrition

Chung-Ang University, Korea. Spring 1992 – Spring 1995.

Department of Food Science & Nutrition

Thesis title: *Perspectives and future of Korean contract foodservice industry*

PROFESSIONAL LICENSES / ACADEMIC CERTIFICATES

Certified ServSafe Instructor / Proctor

National Restaurant Association Educational Foundation, Spring 2006 to Present.

Certificate of Specialization in Food & Beverage Management

Educational Institute of American Hotel & Motel Association, USA. Fall 1999 - Fall 2001.

Distance Educational Program; five courses in foodservice operations (awarded with honors).

Certificates in Survey Research Techniques, 53rd Summer 2000 Institute

University of Michigan, Institute for Social Research, Survey Research Center.

Korean National Technical Certificates

Korean Human Resources Management Institute. 1994.

Korean Professional Bakery Certificate; Korean Professional Cook Certificate.

PROFESSIONAL EXPERIENCE

Associate Professor, *The School of Hospitality Business, Eli Broad College of Business.*

Michigan State University, Fall 2014 to Present (Assistant professor from Spring 2008 to Summer 2014)

Teaching Courses: *Food Management: Safety and Nutrition* (HB 265); *Advanced Food Beverage Management* (HB 405); *Hospitality Business Quality* (HB 415); and *Hospitality Industry Field Study* (HB 889)

Assistant Professor, *The School of Hospitality Business, Eli Broad College of Business.*

Michigan State University. Spring 2008 to Summer 2014.

Co-developed Hospitality Business Research (HB 883) course for graduate students.

Assistant Professor, College of Hospitality and Tourism Management.

Niagara University. Fall 2005 - Fall 2007.

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

Instructional Materials Developer and Designer

McCutchan Publishing Company: CA. Jan – May 2005 and Aug 2003 – Jan 2004.

Developing instructional materials accompanying two textbooks, *Purchasing for Foodservice Managers* and *Menu Planning, Design, and Evaluation*.

Prentice-Hall, Pearson Education: NJ. February – July 2003.

Developing instructional materials accompanying textbook. *Hotel Operations Management*.

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

Advanced Foodservice Operations (HB 485), Summer and Fall 2001.

Co-teaching with American Academy of Chefs Hall of Fame, Chef R. Nelson (deceased) *Food Management: Food Safety and Nutrition* (Virtual HB 265), Summer 2004.

Graduate Research Assistant, *The School of Hospitality Business, Michigan State University.*

Emotionally Intelligent Leadership, Summer 2004 – Summer 2005.

Club Leaders' Leadership Qualities, Keys, and Essentials, Summer 2002 – Spring 2004.

Hospitality Business V-commerce (HB 370), Summer 2000.

Graduate Teaching Assistant, *The School of Hospitality Business, Michigan State University.*

Managing for Quality in Hospitality Business (HB 415), Fall 2002 and Fall 2003.

Advanced Foodservice Management (HB 485), Fall 1999 – Spring 2001.

Quantity Food Production System (HB 345), Fall 1998 – Spring 1999.

Banquet Cook and Banquet Server, Department of Foodservice & Banquet Operations.

Kellogg Hotel and Conference Center, East Lansing, MI. January – December 1999.

Foodservice Coordination Internship

Foodservice Coordinating Office, University Residence Halls, May –September 1997.

Division of Housing and Foodservices, Michigan State University, East Lansing, MI.

Dietetics Intensive Internship

Department of Dietetics & Foodservice. December 1994 – March 1995.

Chung-Ang University Medical Center, Seoul, Korea.

REFEREED JOURNAL/ BOOK CHAPTER PUBLICATIONS & ACCEPTED FOR PUBLICATION

- Cha, J., Kim, S., & Cichy, R.F. (In press). "Adoption of Sustainable Business Practices in the Private Club Industry from GMs and COOs' Perspectives." *International Journal of Hospitality Management*.
- Cha, J., Kim, S., Beck, J., Knutson, B. (In press). "Predictors of Career Success among Lodging Revenue Managers: Investigating Roles of Proactive Work Behaviors." *International Journal of Hospitality and Tourism Administration*.
- Cha, J., & Borchgrevink, C.P. (In press). "Leader-member Exchange and Frontline Employees' Service Orientation in the Foodservice Context: Exploring the Moderating Role of Work Status." *International Journal of Hospitality & Tourism Administration*.
- Cha, J., & Cichy, R.F. (In press). "Lessons from Chipotle Mexican Grill's Recent Foodborne Illness Outbreaks." *Journal of Hospitality and Tourism Cases*.
- Kim, S., Cha, J., Kim, M., Cichy, R.F., & Tkach, J. (2016). "Roles of Private Club Volunteer Leaders: An Exploratory Study of Content Analysis." *International Journal of Hospitality and Tourism Administration*. " 17(1), 43-71.
- Kim, S., Koh, Y., Cha, J., & Lee, S. (2015). "Effects of Social Media on Firm Value for U.S. Restaurant Companies." *International Journal of Hospitality Management*, 49, 40-46.
- Cichy, R.F., Cha, J., Kim, S., & Kim, M. (2015). "A Framework for Sustainable Business Practices in the Private Club Industry. Book Chapter: *Sustainability, Social Responsibility and Innovations in Hospitality-Tourism* (ISBN 9781926895673). CRC Press, 219-242.
- Beck, J., Cha, J. & Kim, S. (2014). "Measuring Proactive Behavior of the Lodging Revenue Manager." *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*, 3(1), 1-8.
- Cha, J., & Borchgrevink, C.P. (2014). "Service Climate in Restaurant Settings." *International Journal of Hospitality and Tourism Administration*, 15(1), 1-19.
- Cha, J., Kim, S., & Cichy, R.F. (2013). "Hospitality Students' Intent to Become Involved as Active Alumni: A Predictive Model." *Journal of Hospitality and Tourism Education*, 25(1), 1-10.
- Kim, S., Cha, J., Singh, A.J., & Knutson, B.J. (2013). "A Longitudinal Investigation to Test the Validity of the American Customer Satisfaction Model in the U.S. Hotel Industry." *International Journal of Hospitality Management*, 35(3), 193-202.
- Cha, J. (2013). "Pink Slime or Lean, Finely Textured Beef: Controversial Debate." *Journal of Hospitality & Tourism Cases*, 2(2), 9-21 – Case Study Competition Winner Article.

REFEREED JOURNAL/ BOOK CHAPTER PUBLICATIONS & ACCEPTED FOR PUBLICATION (Cont'd)

- Cha, J., Cichy, R.F., Kim, S., Kim, M., & Tkach, J. (2013). "General Managers' and Chief Operating Officers' Evaluations of Private Club Boards of Directors." *International Journal of Hospitality Management*, 32(1), 245-253.
- Borchgrevink, C.P., Cha, J., & Kim, S. (2013). "Handwashing Practices in a College Town Environment." *Journal of Environmental Health*, 75(8), 18-24.
- Beck, J., Cha, J., Kim, S., & Knutson, B.J. (2012). "The Relationship between Communication Apprehension and Satisfaction with Information among Lodging Revenue Managers." *Journal of Quality Assurance in Hospitality and Tourism*, 13(4), 271-285.
- Koenigsfeld, J., Kim, S., Cha, J., Cichy, R.F., & Perdue, J. (2012). "Developing a Competency Model for Private Club Managers." *International Journal of Hospitality Management*, 31(3), 633-641.
- Kim, S., Cha, J., Cichy, R.F., Kim, M., & Tkach, J. (2012). "Effects of Board Size and Board Involvement on a Private Club's Financial Performance." *International Journal of Contemporary Hospitality Management*, 24(1), 7-25.
- Kim, S., Cha, J., Knutson, B.J., & Beck, J. (2011). "Development and Testing of a Consumer's Experience Index (CEI)." *Managing Service Quality*, 21(2), 112-132.
- Beck, J., Knutson, B.J., Cha, J., & Kim, S. (2011). "Developing Revenue Managers for the Lodging industry." *Journal of Human Resources for Hospitality and Tourism*, 10(2), 182-194.
- 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.J., Kim, S., & Cha, J. (2010). "Developing the Dimensions of Activities Important to Successful Revenue Management Performance: An Application of the Lodging Industry." *International Journal of Revenue Management*, 4 (3/4), 268-283.
- Knutson, B.J., Beck, J.A., Kim, S., & Cha, J. (2010). "Service Quality as a Component of the Hospitality Experience: Proposal of a Holistic Model and Framework for Research." *Journal of Foodservice Business Research*, 13(1), 15-23.
- Cha, J., Cichy, R.F., & Kim, S. (2009). "The Contribution of Emotional Intelligence on Social Skills and Stress Management Skills among National Automatic Merchandising Association (NAMA) Vending and Coffee Service Industries Executives." *Journal of Human Resources in Hospitality & Tourism*, 8(1), 15-31.
- Cichy, R.F., Cha, J., & Kim, S. (2009). "The Relationship Between Organizational Commitment and Contextual Performance among Private Club Leaders." *International Journal of Hospitality Management*, 28, 53-62.

REFEREED JOURNAL/ BOOK CHAPTER PUBLICATIONS & ACCEPTED FOR PUBLICATION (Cont'd)

- Cichy, R.F., Cha, J., & Kim, S. (2009). "Examining the Relationship between Emotional Intelligence and Contextual Performance: Application to National Automatic Merchandising Association (NAMA) Vending and Coffee Services Industries Executives." *Journal of Human Resources in Hospitality & Tourism*, 8(2), 170-183.
- Knutson, B.J., Beck, J.A., Kim, S., & Cha, J. (2009). "Identifying the Dimensions of the Guest's Hotel Experience." *Cornell Hospitality Quarterly*, 5, 44-55.
- Cichy, R.F., Cha, J., & Kim, S. (2007). "Private Club Leaders' Emotional Intelligence: Development and Validation of a New Measure of Emotional Intelligence." *Journal of Hospitality & Tourism Research*, 31(1), 39-55.
- Cichy, R.F., Cha, J., Kim, S., & Singerling, J.B. (Spring 2007). "Emotional Intelligence and Organizational Commitment among Private Club Board and Committee Volunteer Leaders: A Pilot Study." *Florida International University Hospitality and Tourism Review*, 25(1), 40-49.
- Cichy, R.F., Geerdes, R.M., & Cha, J. (Spring 2006). "The Emotional Intelligence of National Automatic Merchandising Association (NAMA) Vending and Coffee Services Industries Executives: A Pilot Study." *Florida International University Hospitality and Tourism Review*, 24(1), 77-84.
- Knutson, B.J., Beck, J.A., Kim, S., & Cha, J. (2006). "Identifying the Dimensions of the Experience Constructs." *Journal of Hospitality & Leisure Marketing*, 15(3), 31-47.
- Cichy, R.F., Cha, J., & Knutson, B.J. (Fall 2004). "The Five Essentials of Private Club Leadership." *Florida International University Hospitality Review*, 22(2), 46-58.

NON-REFEREED PUBLICATIONS

- Cichy, R.F., Kim, M., Cha, J., & Kim, S. (May/June, 2016). "Going Green in Private Country Clubs." *The BoardRoom*, 20(264): 31.
- Cichy, R.F., Kim, S., Cha, J., & Kim, M. (May/June, 2015). "Productive Private Club Volunteer Leaders Work in Collaboration with GMs/COOs – Part III – Fiduciary Responsibilities." *The BoardRoom*, 19(258): 38.
- Cichy, R.F., Kim, S., Cha, J., & Kim, M. (March/April, 2015). "Productive Private Club Volunteer Leaders Work in Collaboration with GMs/COOs – Part II." *The BoardRoom*, 19(257): 70, 72.
- 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.

NON-REFEREED PUBLICATIONS (Cont'd)

- Cichy, R.F., Singerling, J.B., Kim, S., Cha, J., Kim, M., and Tkach, J. (July/August, 2013). "Financial Performance Linked To Board Size and Involvement in Strategy." *Club Management*, XVII, 74.
- Cichy, R.F., Kim, M., Cha, J., and Kim, S. (May/June, 2013). "GMs and COOs Evaluations of Green Practices in their Private Clubs" *The Boardroom*, 18(4), 36.
- Cichy, R.F., Kim, S., Cha, J., Tkach, J., & Kim, M. (November/December, 2010). "Who is the Leader of Our Club?" *Club Management*, 89(6), 15.
- Cichy, R.F., Kim, S., Cha, J., Tkach, J., & Kim, M. (September/October, 2010). "Volunteer Board and Committee Members' Roles in Communicating in a Private Club." *Club Management*, 89(5), 14-15.
- Cichy, R.F., Kim, S., Cha, J., Tkach, J., & Kim, M. (August/September, 2010). "Board Members: Do You Know What is Expected of You From Your GM/COO?" *At Your Service*, Premier Club Services Newsletter, 18(4), 12.
- Cichy, R.F., Kim, S., Cha, J., & Singerling, J.B. (July/August, 2009). "Test Your Emotional Intelligence: Are You a Chief Relationship Officer?" *Club Management*, 88(4), 12-13, 21.
- Cichy, R.F., Cha, J., & Kim, S. (November/December, 2009). "The Supervisor's IN + OUT + RELATIONSHIPS = Emotional Intelligence." *Vending & OCS*, 17(3), 34-35.
- Cichy, R.F., Singerling, J.B., Cha, J., Kim, S., & Dore, A. (September/October, 2007). "EI Survey Says: Insight into Private Club Leaders' Emotional Intelligence, Social Skills, and Stress Management Skills." *Club Management*, 40-42.
- Cichy, R.F., Singerling, J.B., Cha, J., Kim, S., & Dore, A. (July/August, 2007). "What does Emotional Intelligence Have to Do with Organizational Leadership in a Club?" *The BoardRoom*, 11:32, 113.
- Cichy, R.F., Singerling, J.B., Cha, J., Kim, S., & Dore, A. (May/June, 2007). "What do IN, OUT, and RELATIONSHIPS Have to Do with Being a Private Club Leader?" *The BoardRoom*, 11:38, 39, 92, 94, 96.
- Cichy, R., Singerling, J.B., Cha, J., & Kim, S. (July/August, 2006). "Emotional Intelligence and Your Feelings about Your Volunteer Board Leadership in Your Club." *The BoardRoom*, 10:26, 28, 74.
- Cichy, R., Singerling, J.B., Cha, J., & Kim, S. (August, 2005). "The Emotional Intelligence of Private Club Leaders." *Club Management*, 84(4), 38, 40.

OTHER PUBLICATIONS: INSTRUCTIONAL MANUALS

- Cha, J. *Instructor's Materials* (CD including PowerPoint supplements), accompanying textbook *Purchasing for Foodservice Managers*, by Warfel, M.C. (deceased) and Cremer, M.: California, 2005, McCutchan Publishing Corporation.
- Cha, J. *Instructor's Materials* (CD including test bank and PowerPoint supplements), accompanying textbook *Menu Planning, Design, and Evaluation* by Ninemeier, J. and Hayes, D.: California, 2004, McCutchan Publishing Corporation.
- Cha, J. *Instructor's Materials* (published instructor's manual-56 pages, Test Bank: *TestGen*, and PowerPoint supplements), accompanying textbook *Hotel Operations Management*, by Hayes, D. and Ninemeier, J.: New Jersey, 2003, Prentice-Hall.

REFEREED CONFERENCE PROCEEDINGS & PRESENTATIONS

- Cha, J. & Borchgrevink, C. "Upward Food Safety Communication and Food Safety Commitment in Foodservice Operations: Test of a Social Exchange Model." Poster Submitted to 2017 International Council on Hotel, Restaurant, and Institutional Education Conference, Orlando, FL, July.
- Beck, J., Cha, J., & Kim, S. "Hotel Revenue Management Outsourcing: Factors that Affect Satisfaction" Submitted to 2017 International Council on Hotel, Restaurant, and Institutional Education Conference, Baltimore, MD, July.
- Kim, S., Cha, J., & Borchgrevink, C.P. "Conceptualizing Hotel Consumer Well-being." Submitted to 2017 International Council on Hotel, Restaurant, and Institutional Education Conference, Baltimore, MD, July.
- Kim, M.R., Lee, E.S., Cichy, R. Cha, J., and Kim, S.H. "Impact of Indoor Environmental Quality on Hotel Guests' Behaviors: A Comparison of LEED-certified and non-LEED certified hotels, paper submitted to 2017 International Council on Hotel, Restaurant, and Institutional Education Conference, Baltimore, MD, July.
- Yeon, J., Kim, S., & Cha, J., Airbnb and its Impact on US Hotel Markets: A Difference-in-differences empirical approach. Submitted to 2017 The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Trompke, A., Cha, J., and Kim, M.R. "Exploring Differences in Service Quality between LEED Certified and non-LEED Certified hotels, paper submitted to Korea America Hospitality and Tourism Education Association (KAHTEA), 2017, Las Vegas, NV, April.
- Cha, J. & Greening, O. (2016). "Comparing Effects of Leader-Member Exchange Social Comparison and Team-member Exchange on Hospitality Employees' Work Outcomes." Conference Proceedings, 2016 The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.

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

- Kim, J., Kim, S., & Cha J. (2016). "Exploring Local Variation in Hotel Room Price Modeling: A Spatial Hedonic Price Approach." Conference Proceedings, 2016 The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Cha, J., Kim, S., & Elsworth, J. (2015). "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.
- Cha, J. (2015). "Importance of Country-Of-Origin Labeling to Restaurant Diners." Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference (KAHTEA), Las Vegas, NV, April.
- Greening, O., Min, S., & Cha, J. (2015). "Profiling Adopters versus Non-adopters of Mobile Applications in the Hospitality Industry: a Study of Starbucks Mobile Application Users." Conference Proceedings (stand-up presentation), The Korea America Hospitality and Tourism Educators Association Conference (KAHTEA), Las Vegas, NV, April.
- 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.
- 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.
- Kim, S., Cha, J., & Beck, J.A. (2013). "Exploring Essential Revenue Management Skills in the Lodging Industry: Content Analysis." Poster presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, St. Louis, Missouri, July.
- Kim, M., Kim, S., Cha, J., & Cichy, R.F. (2013). "Perceived Attributes of Sustainable Business Practices: An Application in the Private Club Industry." Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Cha, J., & Borchgrevink, C.P. (2012). "Leader-Member Exchange and Frontline Employee's Service Orientation in the Foodservice Context: Investigating a Moderating Role of Work Status." Conference Stand-up Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Providence, RI, August.
- Beck, J.A., Cha, J., & Kim, S. (2012). "Measuring Proactive Behavior of the Lodging Revenue Manager." Conference Stand-up Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Providence, RI, August.

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

- Kim, S., & Cha, J. (2012) "Adoption of Information from Online Hotel Reviews: Evaluating a Moderating Role of Sense of Virtual Community." Conference Stand-up Presentation, TOSOK International Tourism Conference, Ulsan, Korea, July.
- Kim, S., Cha, J., Jeon, W-S., Knutson, B. (2012) "When are Online Hotel Consumers Insensitive to Price? Examining Hedonic Value, Social Context, and Booking Website Reputation." Conference Stand-up Presentation, TOSOK International Tourism Conference, Ulsan, Korea, July.
- Kim, S., & Cha, J. (2012). "Comparing e-Service Quality between Online Travel Agencies and Hotel-owned Websites." Conference Proceedings, The Korea America Hospitality and Tourism Educators Association Conference, Las Vegas, NV, April.
- Kim, S., Cha, J., & Cichy, R.F. (2012). "Sustainability Business Practices in the Private Club Industry." Conference Stand-up Presentation, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, March.
- Beck, J.A., Cha, J., & Kim, S. (2012). "Proactive Behavior and the Lodging Revenue Manager." Conference Stand-up Presentation, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, March.
- Park, H., & Cha, J. (2012). "U.S. College Students' Perceived Value of Japanese Restaurants: Evaluating Hedonic and Utilitarian Value." Conference Proceedings, 17th Annual Graduate Student Research Conference in Hospitality and Tourism, Auburn, AL, January.
- Cha, J., Kim, S., & Cichy, R. (July, 2011). "Predicting the Hospitality Students' Intent to Involve as Active Alumni." Conference Stand-up Presentation, International Council on Hotel, Restaurant, and Institutional Education Conference, Denver, CO.
- Singh, A.J., Knutson, B.J., Cha, J., & Kim, S. (2011). "Trends in Guest Satisfaction from 1994-2009 in the U.S. Hotel Industry. Interpretation and Analysis of the American Customer Satisfaction Index (ACSI) Model." Conference Proceedings, 7th Annual International Conference on Tourism. Athens Institute of Education and Research (ATINER), Athens, Greece, June.
- Borchgrevink, C.P., Cha, J., & Kim, S. (July, 2011). "Handwashing Compliance Rates and Predictors in a College Town Environment." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, Denver, CO.
- Cha, J., Borchgrevink, C.P., & Kim, S. (April, 2011). "Handwashing Behaviors in Foodservice Establishments' Restrooms." Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI.
- Park, H. & Cha, J. (April, 2011). "Identifying Perceived Attributes of Japanese Restaurants." Conference Proceedings, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI.

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

- Kim, S., Cichy, R.F., Cha, J., Kim, M., & Tkach, J (July, 2010). "Private Club Board Development, Board Performance, and Satisfaction with the Board: From Perspectives of General Managers and Chief Operating Officers." International Council on Hotel, Restaurant, and Institutional Education Conference, San Juan, Puerto Rico.
- Beck, J.A., Cha, J., Kim, S., & Knutson, B.J. (July, 2010). "Effect of Communication Apprehension on Job Satisfaction with Information and Organizational Commitment among Lodging Revenue Managers." International Council on Hotel, Restaurant, and Institutional Education Conference, San Juan, Puerto Rico.
- Cha, J., Kim, S., & Cichy, R.F. (July, 2009). "Job Satisfaction, Organizational Commitment, and Contextual Performance: Examining Effects of Work Status and Emotional Intelligence among Private Club Staff." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, San Francisco, CA.
- Beck, J.A., Knutson, B.J., Cha, J., & Kim, S. (July, 2009). "Developing Revenue Managers: A Challenge for the Lodging Industry." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, San Francisco, CA.
- Kim, M., Tkach, J., Kim, S., & Cha, J. (January, 2009). "Exploring the Factors Influencing Student Volunteer Involvement in College Student-led Clubs and Event Activities." Conference Proceedings, 14th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV.
- Cha, J., Kim, S., & Cichy, R.F. (July, 2008). "Commitment and Volunteer-related Outcomes among Private Club Board and Committee Volunteer Leaders." Poster presented at International Council on Hotel, Restaurant, and Institutional Education Conference, Atlanta, GA.
- Knutson, B.J., Beck, J.A., Kim, S., & Cha, J. (May, 2008). "Service Quality as a Component of the Hospitality Experience: Proposal of a Conceptual Model and Framework for Research." Conference Proceedings, International Conference on Services Management, College Station, PA.
- Kim, S., Cha, J., Knutson, B.J., & Beck, J.A. (July, 2007). "Measuring the Experience Constructs: A Scale Development and Validation." Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, Dallas, TX.
- Cha, J., Cichy, R.F., & Kim, S. (December, 2005). "Relationship between Emotional Intelligence and Contextual Performance among Private Club Leaders." Paper presented at Third Annual Great Lakes Hospitality and Tourism Educators Conference, East Lansing, MI.
- Cichy, R., Cha, J., Kim, M., & Longstreth, J. (December, 2005). "The Automatic Merchandising and Coffee Service Leaders' Emotional Intelligence." Conference Stand-up Presentation, Third Annual Great Lakes Hospitality and Tourism Educators Conference, East Lansing, MI.

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

- Cichy, R.F., Cha, J., & Kim, S (April, 2005). "Private Club Leaders' Emotional Intelligence – Validating a New EI Scale." Conference Stand-up Presentation, Second Annual Great Lakes Hospitality and Tourism Educators Conference, Indianapolis, IN.
- Beck, J.A., Knutson, B.J., Kim, S., & Cha, J (April, 2005). "Perceived Importance of Meeting and Event Planning Activities: An Analysis of Association, Corporate, and Third Party Meeting Planners." Conference Stand-up Presentation, Second Annual Great Lakes Hospitality and Tourism Educators Conference, Indianapolis, IN.
- Cha, J., Cichy, R.F., & Knutson, B.J. (April, 2004). "The Five Essentials of Private Club Leadership." Conference Stand-up Presentation, First Annual Great Lakes Applied Research and Teaching Conference, Michigan Council on Hotel, Restaurant, and Institutional Education, Ann Arbor, MI.
- Cha, J., & Borchgrevink, C.P. (August, 2002). "Needs Assessment of Potential Graduate Students for Online Hospitality Graduate Program." Poster presented at International Council on Hotel, Restaurant, and Institutional Education, Orlando, FL.
- Cha, J., Singh, A.J., & Lee, S. (August, 2002). "Investigations of Perceived Attitudes toward Online Courses and Perceived Online Course Features: Application to Undergraduate Hospitality Technology Course." Poster presented at International Council on Hotel, Restaurant, and Institutional Education, Orlando, FL.
- Cha, J., Huh, C., & Cho, I. (July, 2002). "Who Buys Airline Tickets from the Internet?: Profiling Korean Adopters and Non-adopters of Online Airline Tickets." Paper presented at 6th Annual Conference of Asian Pacific Tourism Association, Dalian, China.
- Cha, J. (July, 2002). "The Diffusion of Internet Use to Purchase Airline Tickets: Examining a Mediating Role of Risk in Purchasing Behavior." Conference Stand-up Presentation, the 52nd Annual Conference of the International Communication Association, Seoul, Korea.
- Cha, J., Huh, C., & Borchgrevink, C.P. (January, 2002). "Perceived Importance of Attributes in Dining at University Cafeteria among Diners." Conference Stand-up Presentation, the 7th Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Cha, J. (January, 2001). "Diffusion of Online Airline Ticket Purchases." Conference Stand-up Presentation, Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Atlanta, GA.

MANUSCRIPTS UNDER REVIEW BY REFEREED JOURNALS

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

Kim, M., Choi, L., Borchgrevink, C.P., Knutson, B., & Cha, J. (under review). "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*.

Kim, S., Cha, J., & Yoon, S. (under review). "Differentiating the Influence of E-service Quality: In Application to Online Travel Agencies and Hotel-Owned Websites." *Journal of Quality Assurance in Hospitality & Tourism*.

RESEARCH WORK-IN-PROGRESS

Cha, J. "Importance of Country-of-Origin Labeling to Restaurant Diners."

Cha, J. "A Comprehensive Review of Food Safety Research in Hospitality Journals: Current Trends and Future Research Directions."

Cha, J. "Linking Restaurant Diners' Perceived Food Safety with Local Food."

Kim, M. R., Lee, E.S., Cichy, R. F., Cha, J., and Kim, S. "A Comparison of Hotel Guests' Perceived Value and Satisfaction between LEED-certified and non-LEED certified Hotels."

Cha, J. "Restaurant Diners' Willingness to Pay for Organic Food: Examining Roles of Health Consciousness and Food Safety Concern."

Cha, J. "Developing Food Safety Culture Scale."

Cha, J. "Compliance of Sick Leave Policy in Foodservice Operation: Examining the Effect of Message Framing."

Kim, S., & Cha, J. "Hotel Customer Well-being and its Antecedents."

Kim, S., Cha, J., & Singh, A., "Determinants of innovative wellbeing product adoption for hotel companies.

Singh, A.J., Knutson, B., Kim, S., & Cha, J. "Trends in American Customer Satisfaction Index (ACSI) in the Hotel Industry over the Past Decades."

Cha, J., Borchgrevink, C.P. & Kim, S. "Diners' Handwashing Behaviors in Restaurants' Restrooms."

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

RESEARCH GRANTS

- Cha, J. (2014). Importance of Country-of-Origin Labeling to Restaurant Diners: Cross-cultural Comparison, Summer 2014 Research Grants Competition. The Eli College of Business. Amount: \$16,000 (funded by Donald and Marilyn Hibbert Faculty Excellence Endowment).
- Cha, J. (2013). Diner Assessments of the Food Safety and Cleanliness of Restaurant: The Role of Restaurant Inspection Posting on Online Review Sites, Summer 2013 Research Grants Competition. The Eli Broad College of Business. Amount: \$13,500 (funded).
- Cha, J. (2012). Potential Benefits and Impacts of Menu Labeling Regulation in Michigan: Understanding Michigan Residents' Opinions, Attitudes, and Future Intentions. Michigan Applied Public Policy Research (MAPPR) Grant Proposals, MSU Institute for Public Policy and Social Research, Requested amount: \$25,000 (not funded).
- Cha, J. (2012). Restaurant Diners' Evaluations of Organic and Local Foods, Summer 2012 Research Grants Competition. The Eli Broad College of Business. Amount: \$14,500 (funded).
- Cha, J., Kim, S., & Borchgrevink, C.P. (2011). Increased Sustainability through Food Waste Reductions at MSU Culinary Services: Targeting both Pre-consumer and Post-consumer Wastes from MSU Residence Dining Halls, Sustainability Seed Grant, MSU Office of Campus Sustainability. Amount requested: \$71,680 (not funded).
- Cha, J., & Borchgrevink, C.P. (2011). Adoption of Michigan-grown Local Foods in the Restaurant Environment: Focusing on Michigan Restaurant Operators. Michigan Applied Public Policy Research (MAPPR) Grant Proposals, MSU Institute for Public Policy and Social Research, Requested amount: \$25,000 (not funded).
- Cha, J. (2011). Integrating Revenue Management and Customer Relationship Management in the Restaurant Industry, Summer 2011 Research Grants Competition. The Eli Broad College of Business. Amount: \$15,000 (funded).
- Cichy, R.F., Cha, J., & Kim, S. (2010). Focus: Sustainable Business Practice in the Private Club Industry. Club Foundation-Faculty Research. Amount: \$2,500 (funded).
- Cichy, R.F. & Cha, J. (2007). Focus: Top Management Leadership and Emotional Intelligence. Club Foundation-Faculty Research. Amount: \$6,000 (funded).

SERVICE ACTIVITIES – *The School, College, and University*

Faculty Evaluation Committee, *The School of Hospitality Business*
Michigan State University, Fall 2013 to Present.

International Assessment Committee, *The School of Hospitality Business*
Michigan State University, Fall 2012 to Fall 2014 (committee member); Fall 2014 to Present

Vice President, Council on Korean Studies
Michigan State University, Fall 2014 to Present.
- Support organizing various international activities and events on campus (e.g., Korean Night and Global Korea Award) and greater Michigan community

Faculty Advisor, Eta Sigma Delta, *The School of Hospitality Business*
Michigan State University Chapter, Fall 2008 to Present.

Scholarship Committee, *The School of Hospitality Business*
Michigan State University, Fall 2008 to Spring 2015

Search Committee for Director, *The School of Hospitality Business*
Michigan State University, Summer 2013 to Summer, 2014; Summer 2016 to Present.

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

College Hearing Board Pool, Broad College of Business Committee
Michigan State University, Fall 2013 to Spring 2015.

Graduate Program Sub-Committee, *The School of Hospitality Business*
Curriculum review for MS in Foodservice Management
Michigan State University, Fall 2013 to Present.

Faculty-Alumni Relations Committee, *The School of Hospitality Business*
Co-chair with Zoe Slagle to initiate collaborative projects with alumni/faculty
Fall 2014 to Fall 2015; Member from Spring 2016 to Present.

Undergraduate Programs Committee, *The School of Hospitality Business*
Michigan State University, Fall 2008 to Spring 2011.

Faculty Mentor, Undergraduate Research Fellow Program
Eli Broad College of business, Michigan State University, Fall 2008 to Present.

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

Co-Faculty Advisor, Hospitality Business Korean Student Association.
Michigan State University, Spring 2008 to Present.

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

Faculty Advisory Council Committee Member, *The School of Hospitality Business*
Michigan State University, Spring 2008 to Spring 2012.

Chair, Scholarship Committee, Richard and Joan Moon Scholarships
Council on Korean Studies, Asian Studies Center, Fall 2016 to Present.
Michigan State University

University Committee of the Library, University Committee
Michigan State University, Fall 2012 to Spring 2014.

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

Editorial Review Board
Journal of Hospitality & Tourism Research, Fall 2015 to Present.

Editorial Advisory/Review Board
International Journal of Hospitality and Tourism Administration, Spring 2014 to Present.

Editorial Review Board
Journal of Hospitality & Tourism Education, 2009 to Present.

Director of Member Services
Korea America Hospitality & Tourism Educators Association (KAHTEA), Fall 2013 to Present; Chief Administrative Officer (Fall 2012 to Fall 2014)

Paper Review Committee Member
Conference Proceedings, International Council on Hotel, Restaurant, and Institutional Education Conference, 2008 to Present.

Paper Reviewer, Foodservice Management Track, Conference Proceedings
Great Lakes Hospitality & Tourism Educators Conference, 2011 to 2012.

Paper Reviewer, Hospitality Management Track, Conference Proceedings.
Korea America Hospitality & Tourism Educators Conference, 2011 to Present.

Best Undergraduate Research Paper Award Committee
Korea America Hospitality & Tourism Educators Conference, 2012, 2013.

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

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

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

Ad Hoc Reviewer

Cornell Hospitality Quarterly, 2010 to Present.

Ad Hoc Reviewer

International Journal of Intercultural Relations, Fall 2012 to Present.

Ad Hoc Reviewer

Journal of Hospitality Management and Tourism, Fall 2013 to Present.

Ad Hoc Reviewer

International Journal of Hospitality Management, 2008 to Present.

Ad Hoc Reviewer

International Journal of Contemporary Hospitality Management. 2010 to Present.

Textbook Reviewer, *Principles of Food, Beverage, and Labor Cost Controls*, 8th edition
Textbook authored by P. Dittmer and J. Keefe III, published by Wiley, Spring 2006.

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

SERVICE ACTIVITIES – Other Involvement

Deacon, New Hope Baptist Korean Church

East Lansing, MI. 2009 to Current.

On-air guest with Dr. Carl Borchgrevink, 1-hour phone interview

Healthy U Radio Show (KMEM-FM 100.5) with Dr. Randy Tobler, Memphis, MO.
Topic: Handwashing research on December 17, 2013.

On-air guest, phone interview on the John Gormley Live Show

News Talk (650 CKOM askatoon) Radio in Canada
Topic: Handwashing research on June 25, 2013.

Invited Speaker and Consultant, Haslett Robotics Club, First Lego League (FLL)

Haslett Elementary and Middle School Students, Consulting Food Factor Project –
Food Safety with an Emphasis in Contaminates. Fall 2011.

Special Guest Speaker, Preparing for Academic Life Intensive Course

English Language Center, Michigan State University.
Summers 2004, 2005, 2006, 2008, 2009, 2010, and 2011.

Dining Services Committee Member, University Committee.

Niagara University, Fall 2006 to Fall 2007.

SERVICE ACTIVITIES – Other Involvement (*Cont'd*)

Chapter Advisor and Moderator, Eta Sigma Delta, International Honor Society for Hospitality and Tourism Students, College of Hospitality and Tourism Management, Niagara University, Fall 2006 to Fall 2007.

Contributor, Chapter of Library and Learning Resources, ACPHA (Accreditation Commission for Programs in Hospitality Administration) re-accreditation process for College of Hospitality and Tourism Management, Niagara University, Fall 2005 to 2006.

Featured Guest Speaker, Semester Closing Ceremony Special Presentation
English Language Center, Michigan State University, Spring 2002.

Foodservice Coordinator, College Student Group
Chung-Ang University Methodist Church, Korea, Fall 1992 to Summer 1995.

PROFESSIONAL MEMBERSHIPS

International Council on Hotel, Restaurant, and Institutional Education Member
2000 -2002, and 2006 – Present.

National Restaurant Association Member, 2006 – Present.

Michigan Hospitality Education Alliance (MIHEA) Member, Spring 2008 to 2013.

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

The Korea America Hospitality & Tourism Educators Association Member
Spring 2011 to Present.

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

AWARDS, SCHOLARSHIPS AND FELLOWSHIPS

Chapter of Distinction Award for Eta Sigma Delta, 2013, 2014, and 2016.
MSU Eta Sigma Delta Chapter received this award during 2013 (St. Louis, MO), 2014 (San Diego, CA), and 2016 (Dallas, TX) I-CHRIE conferences
- Serving as faculty advisor

Best Conference Paper Award, August 2012.
Titled "Leader-Member Exchange and Frontline Employees' Service Orientation in the Foodservice Context: Investigating a Moderating Role of Work Status," (co-authored by Cha, J. and Borchgrevink, C.) Awarded by 2012 ICHRIE conference, Providence, RI.

Outstanding Reviewer Award, August 2012.
Awarded by *Journal of Hospitality and Tourism Education*, 2012 ICHRIE conference, Providence, RI.

AWARDS, SCHOLARSHIPS AND FELLOWSHIPS (*Cont'd*)

Johnson & Wales Case Study Competition Award, 2nd place, August 2012.

Titled "Lean Finely Textured Beef or Pink Slime: Controversial Debate"

Awarded by 2012 ICHRIE conference, Providence, RI.

Best Paper Award, April 7-9, 2012.

Comparing e-Service Quality between Online Travel Agencies and Hotel-owned Websites. Co-authored by Kim, S. & Cha, J. Awarded by Korea America Hospitality and Tourism Educators Association (KAHTEA), 2nd Annual KAHTEA Conference, Las Vegas, Nevada.

Certification of Appreciation. Spring 2007.

Awarded by the Office of Multicultural and International Student Affairs, Niagara University.

Dissertation Completion Fellowship. Spring 2005.

Awarded by the Graduate School, Michigan State University.

International Foodservice Editorial Council Scholarship. Spring 2004.

Awarded by the International Foodservice Editorial Council, Hyde Park, NY

Homer Higbee International Education Scholarship. Spring 2004.

Awarded by Office of International Studies and Scholars, Michigan State University.

H. William & Elizabeth A. Klare Memorial Fellowship. Fall 2001 and Spring 2002.

Awarded by *The* School of Hospitality Business, Michigan State University.

Jon Shall Memorial Scholarship. Spring 2000.

Awarded by *The* School of Hospitality Business, Michigan State University.

Michael L. Minor Research Fellowship. Spring 2000.

Awarded by *The* School of Hospitality Business, Michigan State University.

Chrysler Corporation Scholarship. Summer 1998.

Awarded by the Office of Study Abroad, Michigan State University.

Highest GPA Scholarships. Five-time winner of Full Tuition Fee Waivers. 1993 - 1995. Awarded by Department of Food & Nutrition, Chung-Ang University.