**JaeMin Cha, Ph.D.**

Associate Professor

The School of Hospitality Business,

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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., & 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.* (online publication

available in June 2017)

Thomas, C., Zhang, L., Cha, J., & Beck, J. (In press). “The P.O.S. Decision: Ray’s Place’s Dilemma.”  *Journal of Hospitality and Tourism Cases* (Accepted in September 2017).

Kim, M., Choi, L., Borchgrevink, C., Knutson, B., & Cha, J. (In press). Employee organizational

behaviors from cross-national perspectives: Hotel employees in the U.S. versus China,

*International* *Journal of Contemporary Hospitality Management* (Accepted in March 2017).

Cha, J., & Cichy, R.F. (2018). “Lessons from Chipotle Mexican Grill’s Recent Foodborne Illness

Outbreaks.” *Journal of Hospitality and Tourism Cases, 6*(4).

Cha, J., Kim, S., & Cichy, R.F. (2018). “Adoption of Sustainable Business Practices in the Private Club Industry from GMs and COOs' Perspectives.” *International Journal of Hospitality Management, 68,* 1-11.

Cha, J., Kim, S., Beck, J., Knutson, B. (2017). “Predictors of Career Success among Lodging

Revenue Managers: Investigating Roles of Proactive Work Behaviors.” *International Journal*

*of Hospitality and Tourism Administration, 18*(4), 474-490.

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.

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

Cha, J., Kim, S., & Cichy, R.F. (2013). “Hospitality Students’ Intent to Become Involved as Active

Alumni: A Predictive Model.” *Journal of Hospitality and* *Tourism Education, 25*(1), 1-10.

Kim, S., Cha, J., Singh, A.J., & Knutson, B.J. (2013). “A Longitudinal Investigation to Test the

Validity of the American Customer Satisfaction Model in the U.S. Hotel Industry.”

*International Journal of Hospitality Management, 35*(3), 193-202.

Cha, J. (2013). “Pink Slime or Lean, Finely Textured Beef: Controversial Debate.” *Journal of Hospitality & Tourism Cases, 2*(2), 9-21 – Case Study Competition Winner Article.

Cha, J., Cichy, R.F., Kim, S., Kim, M., & Tkach, J. (2013). “General Managers’ and Chief Operating

Officers’ Evaluations of Private Club Boards of Directors.” *International Journal of Hospitality Management, 32*(1), 245-253.

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.

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

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.

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., Kim, S., & Cha, J. (2017). “*TALENT* and Burning Club Issues.”

*The BoardRoom*, July/August 2017.

Cichy, R.F., Zeller, P.L., Kim, M., Cha, J., and Kim, S. (2017). “Empathy and Engagement.” *The BoardRoom*, September/October 2017.

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.

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.

**NON-REFEREED PUBLICATIONS *(Cont’d)***

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 Foodservie Managers,* by Warfel, M.C. (deceased) and Cremer, M.: California,

2005, McCutchanPublishing 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**

Yu, J., Vogt, C.A., & Cha, J. “I LIKE Your Hotel Review Posting, So What? – Social Media

Engagement and Behavioral Intentions” Conference proceeding. The 23rd Annual Graduate

Education and Graduate Student Research Conference in Hospitality and Tourism, Jan 3-5,

2018.

Cha, J. & Borchgrevink, C. “Upward Food Safety Communication and Food Safety Commitment in

Foodservice Operations: Test of a Social Exchange Model.” Conference proceedings, 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.” Poster presentation, 2017 International Council on Hotel, Restaurant, and

Institutional Education Conference, Baltimore, MD, July.

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

Cha, J., Kim, S., & Singh A., Adoption of a Wellness Product in the Hotel Industry.

2018 Advances in Hospitality and Tourism Marketing and Management (AHTMM)

conference, Bangkok, Thailand, June.

Kim, S., Cha, J., & Borchgrevink, C.P. “Conceptualizing Hotel Consumer Well-being.” Conference

proceedings, 2017 International Council on Hotel, Restaurant, and Institutional Education

Conference, Baltimore, MD, July.

Kim, M., Cichy, R.F., Lee, E., Kim, S., & Cha, J. (2017). “The Importance-Satisfaction Analysis of a

Hotel’s Indoor Environmental Quality.” 4th World Research Summit for Tourism and

Hospitality: Innovation, Partnerships and Sharing, Orlando, FL.

Kim, M., Lee, E., Cichy, R.F., Cha, J., and Kim, S. “Impact of Indoor Environmental Quality on Hotel Guests’ Behaviors: A Comparison of LEED-certified and non-LEED certified Hotels.” Conference proceedings, 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.” Conference proceedings, 2017 Korea America Hospitality

and Tourism Educators Association Conference, Las Vegas, NV, April.

Trompke, A., Cha, J., and Kim, M. “Exploring Differences in Service Quality between LEED

Certified and non-LEED Certified Hotels.” Conference proceedings, Korea America

Hospitality and Tourism Education Association (KAHTEA), 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.

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.

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

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.

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 Manger.”

Conference Stand-up Presentation, Great Lakes Hospitality and Tourism Educators Conference, Grand Rapids, MI, March.

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

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.

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.

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

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.

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.

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

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 / BOOK**

Cha, J. “Health-promoting Leadership and Employee Well-being in Foodservice Operations.”

Submitted to 2018 International Council on Hotel, Restaurant, and

Institutional Education, Palm Springs, CA.

Cha, J., & Borchgrevink, C. “Customer’s Perceptions in Value and Food Safety on Consumer

Satisfaction and Loyalty in Restaurant Environments: Moderating Roles of Gender and

Restaurant Types.” Submitted to *Journal of Quality Assurance in Hospitality & Tourism* (first

revision)

Cichy, R.F., & Cha, J. “Food Safety” third edition to be published by the National Restaurant

Association / Educational Institute of the American Hotel and Lodging Association.

**RESEARCH WORK-IN-PROGRESS**

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

Kim, M.., 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. “Compliance of Sick Leave Policy in Foodservice Operation: Examining the Effect of Message

Framing.”

**RESEARCH WORK-IN-PROGRESS *(Cont’d)***

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

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

companies.

Singh, A.J., Kim, S., Cha, J., Knutson, B. “Trends in American Customer Satisfaction Index (ACSI)

in the Hotel Industry over the Past Decades.”

Cha, J., Kim, S., Singh, A.J., & Knutson, B. “Validating American Customer Satisfaction Index

(ACSI) model in the Restaurant Industry: Moderating Role of Restaurant Types

Cha, J., Borchgrevink, C.P. & Kim, S. “Diners’ Handwashing Behaviors in Restaurants’ Restrooms.”

**RESEARCH GRANTS**

Cha, J. (2017). Organizational and Managerial Factors Improving Employee’s Food Safety-related

Behaviors, 2017 Broad College Summer Research Grant. Amount: $18,000 (funded)

Singh, A., Cha, J., & Kim, S. (2017). Determinants of Innovative Wellbeing Product Adoption for

Hotel Companies, Protective-A-Bed. Amount: $8,000 (funded).

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).

**RESEARCH GRANTS *(Cont’d)***

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**

**Advisory Council, specializing in East Asia (elected position).** Asian Studies Center

Michigan State University, Fall 2017 to Present.

**College Advisory Council, Broad College of Business**

Michigan State University, Fall 2017 to Present.

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

Michigan State University, Spring 2008 to Spring 2012; Fall 2017 to Present.

**Chair, Bylaws Review,** The School of Hospitality Business

Michigan State University, Fall 2017 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

**Chair, Scholarship Committee, Richard and Joan Moon Scholarships**

Council on Korean Studies, Asian Studies Center, Fall 2016 to Present.

Michigan State University

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

Michigan State University Chapter, Fall 2008 to Present.

**Curriculum Review Committee,** The School of Hospitality Business

Michigan State University Chapter, Fall 2017 to Present.

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

**Undergraduate Admission Committee Member,** The School of Hospitality Business

Michigan State University Chapter, Fall 2017 to Present.

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

Michigan State University, Fall 2012 to Fall 2014 (committee member); Fall 2014 to Spring

2017.

**Scholarship Committee**, TheSchool of Hospitality Business

Michigan State University, Fall 2008 to Spring 2015

**Search Committee for Director,** TheSchool of Hospitality Business

Michigan State University, Summer 2013 to Summer, 2014; 2016

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

Michigan State University, Fall 2013 to Spring 2017.

**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,** TheSchool of Hospitality Business

Curriculum review for MS in Foodservice Management

Michigan State University, Fall 2013 to Fall 2014

**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.

**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.

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

Michigan State University, Fall 2012 to Spring 2014.

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

**Associate Editor**

*International Journal of Hospitality and Tourism Administration,* Summer 2017 to Present.

**Editorial Review Board**

*International Journal of Hospitality and Tourism Administration,* Spring 2014 to Spring 2017.

**Editorial Review Board**

*Journal of Hospitality & Tourism Research*, Fall 2015 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. 2014.

**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 Conferencein Hospitality and Tourism, 2006 to 2008, 2010- 2015.

**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.

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

**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.

**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.

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

**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.

**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.

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

**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.