

Cheri A. Young

Knoebel School of Hospitality Management
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ASSOCIATE PROFESSOR – UNIVERSITY OF DENVER

Passionate, talented designer of engaging learning environments through the use of community-engaged service learning, recognized by the U.S. State Department and colleagues locally and internationally. Elevate the vision and mission of programs to which I belong and have garnered over \$209,000 in external grants and contracts to support research and over \$504,000 in external funding to support community-engaged (service learning) pedagogy. Associate editor at one of hospitality's top research journals, accomplished case writer, and editor of a philosophy of science book. Am a collegial, hard-working team member who thinks long-term and strategically to help leverage the talents and resources available to a program so it can compete effectively in a highly competitive, changing, higher education environment. A "utility player" who has and is capable of: (a) teaching a wide variety of courses in organizational behavior, human resources, food service management, hotel management, spa management, and tourism management; (b) conducting theoretically-grounded research of practical significance; mentoring students, staff and faculty colleagues, and industry professionals; and (c) being of service to students, colleagues, committees, groups, and organizations to which I belong at the school, college, university, community, and industry levels. *My life's purpose is to help others realize their highest potential.*

EDUCATION

Cornell University, School of Hotel Administration, Ithaca, New York 1999
Ph.D. in Organizational Behavior

Rochester Institute of Technology, Rochester, New York 1988
M.S. in Hospitality-Tourism Management

State University of New York at Albany, Albany, New York 1985
B.S. in Business Administration
B.S. in Mathematics

TEACHING EXPERIENCE

University of Denver
Associate Professor, Knoebel School of Hospitality Management 9/11-present

Courses taught include:

- HRTM2501 Managing Human Capital in Hospitality

- HRTM2401 Hotel and Resort Management
- HRTM3360 Restaurant Food & Beverage Concept Development
- BUS4610 Essence of Enterprise (a required, foundational MBA course focused on ethics, sustainability, and globalization)

My biggest contribution to the Knoebel School involves my use of community-engaged service learning pedagogy. I have Knoebel School students mentor refugees being resettled by the ECDC/African Community Center (ACC), a refugee resettlement agency, and who are participating in a foodservice job training program (see <https://vimeo.com/156008698> for a short video on the partnership) at DU. Refugees come from all over the world, including Iraq, Syria, South Sudan, Cuba, the Democratic Republic of the Congo, Eritrea, Burundi, Burma, Nepal, Bhutan, and Iran. Through research I am conducting on this mentoring experience I have been able to document that Knoebel School students' increase in cultural competence, decrease in ethnocentrism, and increase in empathy as a result of this mentoring experience (using a pre-/post-design with a control group for comparison purposes).

Now in its fifth year of existence and ready to graduate its 16th cohort of refugees, this innovative partnership between the Knoebel School and the ACC has resulted in the Knoebel School and I winning the following awards:

- The McCool Breakthrough Award, International Council on Hotel, Restaurant, & Institutional Education, 2016
- C. Thomas Howard Innovative Teacher Award, Daniels College of Business, 2016
- Daniels College of Business Inclusive Excellence Award, 2015
- John Wiley & Sons Innovation in Teaching Award, International Council on Hotel, Restaurant, & Institutional Education, 2014
- Community-Engaged Department of the Year, University of Denver, 2014
- Worldwide Hospitality Award Winner-Best Educational Innovation, 2013
- Service Learning Faculty of the Year Award, University of Denver, 2013

The **John Wiley & Sons Innovation in Teaching Award** is the only teaching-oriented award given by ICHRIE. It recognizes an individual's implementation of innovative, creative, and effective teaching techniques in hospitality education. I was selected among all those teaching hospitality education in high schools, colleges, and universities around the world.

Additionally, my community-engaged service learning pedagogy involving the ACC was featured on:

- 9News (see <http://www.9news.com/story/news/local/2015/02/12/du-partnership-refugees/23281753/>)
- Colorado Public Radio (<http://www.kunc.org/post/one-program-behind-colorado-s-high-refugee-employment-rate#stream/0>)
- DU's application for the President's Higher Education Community Service Honor Roll for AY 2013-2014
- Higher Advantage (a well-known organization within the national refugee resettlement network) (see <http://www.higheradvantage.org>)

- *Worldview* magazine, a 24-year-old quarterly magazine of news and commentary about the Peace Corps world and the only magazine dedicated to bringing the events and people of the less-developed places in this world to U.S. readers (see http://www.peacecorpsconnect.org/wordpress/wp-content/uploads/2014/12/WorldView-Winter-2014_AidingRefugeeIntegration.pdf)

Simon Henshaw, Principal Deputy Assistant Secretary, Bureau of Population, Refugees, and Migration with the U.S. State Department visited the Knoebel School in April 2014 to learn more about our innovative partnership with the ACC, as did Barbara Day, Domestic Resettlement Section Chief, Bureau of Population, Refugees, and Migration with the U.S. State Department in June 2014. Both saw the partnership as a model capable of being replicated by other universities around the world.

Since the start of the Knoebel School-ACC partnership, **I have helped to raise over \$504,000** in funding to support the partnership. Funding has come from the Hilton Foundation, the Marriott Foundation, and private donations.

University of Nevada, Las Vegas

Associate Professor, College of Hotel Administration

7/05-5/11

Assistant Professor, College of Hotel Administration

8/99-7/05

Taught the following courses:

HMD407 Organizational Behavior Applied to the Service Industries

HMD408 Labor-Management Relations

HMD376 Leadership Experience in the Service Industries

HMD103 Lodging Operations

MHA745 Organizational Behavior and Human Resources (for online Executive Master's Program)

HOA737 Philosophy of Science (developed this graduate-level course and edited a book specifically for use in this class)

Developed an online version of the undergraduate organizational behavior class and used WebCampus extensively in my face-to-face courses. Received more than 12 grants totaling over \$270K while at UNLV. Was actively engaged in university-, college-, and department-level service, and enjoy mentoring junior colleagues, graduate, and undergraduate students. Voluntarily started and helped lead a strategic planning initiative for revising the strategic plan, redesigning the organizational structure, and conducting a zero-based curriculum review.

INCAE Business School, San Jose, Costa Rica

Research Associate

8/06-5/07

INCAE Business School, under the technical supervision of Harvard University, is one of only eight business schools outside North America accredited by the American Assembly of Colleges and Schools of Business. While on sabbatical from UNLV, I conducted research on the psychographic characteristics of North American tourists attracted to Costa Rica, and the behaviors of second-home owners in Costa Rica. Additionally, I gave presentations to tourism

officials from across the country regarding American tourists to Costa Rica, and taught an MBA course on strategic hospitality management.

Washington State University, Pullman, Washington

Instructor, Hotel and Restaurant Administration

8/98-5/99

Redesigned and taught Hospitality Management and Organization, and International Tourism, conducted scholarly research for academic and industry audiences, and headed the committee for curriculum review for the department.

Cornell University, Ithaca, New York

Adjunct Instructor, School of Hotel Administration

Summer 1997, 1998

Research and Teaching Assistant, School of Hotel Administration

8/94-8/98

Taught undergraduate Human Resource Management course. Developed syllabus, course materials, and team projects. Used the case method to develop students' critical thinking. As a research and teaching assistant, I assisted professors with content and administration of courses, as well as guest lectured. Courses included: Human Resources Management (undergraduate and graduate level), Leadership and Small Group Processes, and Managing Organizational Change.

Keuka College, Keuka Park, New York

Assistant Professor, Food, Hotel & Resort Management

8/92-8/94

Adjunct Faculty, Food, Hotel & Resort Management

9/91-8/92

Assisted in the development of the new Food, Hotel & Resort Management degree program, including development of curriculum, laboratory experiences, recruitment strategies, internships and experiential learning programs. Expedited development of a student-operated restaurant on campus. Was a member of the Professional Standards Committee (tenure granting and promotion decisions).

Rochester Institute of Technology, Rochester, New York

Adjunct Faculty, School of Food, Hotel & Travel Management

12/90-3/91

Conducted introductory food service course encompassing current trends, menu design, nutrition, safety and sanitation, purchasing, receiving, cooking principles, terminology and identification and standards for quality food production and presentation.

REFEREED RESEARCH PUBLICATIONS (29)

My research has always focused on issues involving human behavior in hospitality organizations, but starting in 2012 I began shifting my focus to align with the values of the Daniels College of Business (including ethics, sustainability, and globalization) and the University of Denver (to be a great private university dedicated to the public good). While it has taken some time to make this transition, my research now centers primarily on social sustainability in the form of cultural intelligence, refugee integration, employee volunteer

programs, and social enterprises.

Publications marked with an * are found in Daniels' target journal lists.

*Young, C. A., Nelson, D., & Nelson, K. (2015). Up, up, & away! Event planning and production in Las Vegas. *Case Research Journal*, 35 (3).

*Young, C. A., Nicholas, T. G., Corsun, D. L., & Loth, D. (2014). The road to Tortuguero: The impact of access on tourism and social equity. *Case Research Journal*, 34 (3), 75-94.

*Young, C. A., & Corsun, D. L. (2010). Burned! The impact of work aspects, injury, and job satisfaction on unionized cooks' intentions to leave the cooking occupation. *Journal of Hospitality and Tourism Research*, 34, 78-102.

*Young, C. A., & Corsun, D. L. (2009). What a nuisance: Controlling for NA versus personality in hospitality stress research. *International Journal of Hospitality Management*, 28, 280-288.

Young, C. A., Shinnar, R. S., & Cho, S. (2009). Financial behaviors among Hispanic immigrants. *Journal of Personal Finance*, 8, 147-169.

*Shinnar R. S., & Young, C. A. (2008). Hispanic immigrant entrepreneurs in the Las Vegas metropolitan area: Motivations for entry into, and outcomes of, self-employment. *Journal of Small Business Management*, 46, 242-262.

Hirshorn, B. A., Young, C. A., & Bernhard, B. (2007). Factors associated with recreational gambling among older adults. *International Gambling Studies*, 7, 345-360. [impact factor 1.20]

Young, C. A., Corsun, D. L., & Baloglu, S. (2007). A taxonomy of hosts: Visiting friends and relatives. *Annals of Tourism Research*, 34, 497-516. [impact factor 2.27]

Young, C. A., Shinnar, R. S., Ackerman, R., Carruthers, C., & Young, D. A. (2007). Implementing and sustaining service learning at the institutional level. *Journal of Experiential Education*, 29, 344-365. [impact factor 1.24]

*Young, C. A., Kruke, J., & Celli, T. (2006). Tyrannical or terrific? Leadership at Palazzo Shoe Store. *Case Research Journal*, 26, 79-87.

*Corsun, D. L., & Young, C. A. (2006). The Box Tree. *Case Research Journal*, 26(1), 1-9.

Corsun, D. L., Young, C. A., McManus, A., & Erdem, M. (2006). Overcoming managers' perceptual shortcuts through improvisational theater training. *Journal of Management Development*, 25, 298-315. [impact factor .64]

Lundberg, C. C., & Young, C. A. (2005). Modified grounded theory: How defensible is it?

American Association of Behavioral and Social Sciences Journal, 8, 90-98.

- *Young, C. A., & McManus, A. (2005). A value-driven process model of hospitality human capital. *Journal of Human Resources in Hospitality and Tourism*, 4, 1-26.
- Shinnar, R. S., Young, C. A., & Corsun, D. L. (2004). Las Vegas locals as gamblers and hosts to visiting friends and family: Characteristics and gaming behavior. *Gaming Research & Review Journal*, 8, 39-48.
- Shinnar R. S., Young, C. A. & Meana, M. (2004). The motivations for and outcomes of employee referrals. *Journal of Business and Psychology*, 19, 271-283. [impact factor .69]
- *Shinnar R. S., & Young, C. A. (2004). Developing students' management skills through service learning. *Journal of Hospitality and Tourism Education*, 15, 19-27.
- *Young, C. A., Corsun, D. L. & Shinnar R. S. (2004). Moving from fire fighting to fire prevention: What service organizations need to know. *International Journal of Contemporary Hospitality Management*, 16, 27-36.
- Ginn, G. O., & Young, C. A. (2003). Competing in the assisted living industry: A hospitality perspective. *Nursing Homes Long Term Care Management*, 53, 62-65.
- *Lundberg, C. C., & Young, C. A. (2001). A note on emotions and consultancy. *Journal of Organizational Change Management*, 14, 530-538.
- Young, C. A., & Brewer, K. P. (2001). Marketing continuing care retirement communities: A model of residents' perceptions of quality. *Journal of Hospitality & Leisure Marketing*, 9(1/2), 133-151. [impact factor .95]
- *Lundberg, C. C., Rainsford, P., Shay, J., & Young, C. A. (2001). Case writing reconsidered. *Journal of Management Education*, 25, 450-463.
- *Young, C. A., Corsun, D. L., Muller, C., & Inman, C. (1998). Using behavior modeling to teach the interpersonal elements of restaurant management. *Journal of Hospitality and Tourism Research*, 22, 395-412.
- Corsun, D. L., & Young, C. A. (1998). An occupational hazard: Alcohol consumption among hospitality managers. *Marriage and Family Review*, 28(1/2), 187-211. [impact factor .62]
- *Lundberg, C. C., & Young, C. A. (1997). Newcomer socialization: Critical incidents in hospitality organizations. *Journal of Hospitality and Tourism Research*, 21(2), 58-74.

Lundberg, C. C., & Young, C. A. (1997). The mirage of analysis: A commentary on *When Corporations Rule the World*. *Public Administration and Management*, 2(2), Part II, www.hbg.psu.edu/Faculty/jxr11/lund1.html.

*Young, C. A., & Lundberg, C. C. (1996). Creating a good first day on the job. *Cornell Hotel and Restaurant Administration Quarterly*, 37(6), 26-33.

*Enz, C. A., Corsun, D. L., & Young, C. A. (1996). The politics of smoking: Findings or agendas? *Cornell Hotel and Restaurant Administration Quarterly*, 37(6), 8-12.

*Corsun, D. L., Young, C. A., & Enz, C. A. (1996). Should New York City's restaurateurs lighten up? Effects of the city's Smoke-Free Air Act, *Cornell Hotel and Restaurant Administration Quarterly*, 37(2), 25-33.

OTHER ARTICLES (CONFERENCE PROCEEDINGS) (2)

Young, C. A., Corsun, D. L., & Shinnar, R. S. (2001). The hidden dangers of service-recovery empowerment: Implications for research and practice. *Proceedings of the Eight Annual International Conference on Advances in Management*, 8, 56-57.

Young, C. A., & Corsun, D. L. (1997). Perceptual shortcuts: Exercises for surfacing and modifying their use. *Proceedings of the Fourth International Organizational Behaviour Teaching Conference*.

BOOKS (2)

Lundberg, C. C., & Young, C. A. (2009). *Hospitality Management Reality: A Casebook*. Prentice-Hall.

Lundberg, C. C., & Young, C. A., eds. (2005). *Foundations for Inquiry: Choices and Tradeoffs in the Organizational Sciences*. Stanford, CA: Stanford University Press.

BOOK CHAPTERS (3)

Eade, V., Hardigree, C., Norman, E., Sammons, G., Werner, W., Woods, R. H., & Young, C. A. (2007). Driving hospitality into the future. In D. G. Rutherford & M. J. O'Fallon (Eds.), *Hotel Management and Operations* (4th edition). New York: Wiley.

Young, C. A. (2004). Messages, meanings, and making sense: Managing organizational socialization in hospitality and tourism organizations. In Salih Kusluvan (Ed.), *Managing employee attitudes and behaviors in the tourism and hospitality industry* (1st edition). USA: Nova Science Publishers.

Young, C. A. (2001). Raw nerves at the nerve center. In D. G. Rutherford (Ed.), *Hotel management and operations* (3rd edition). New York: Van Nostrand Reinhold.

CONFERENCE PRESENTATIONS (REFEREED) (39)

- Young, C. A., Xie, K., & Corsun, D. (2016). An exploratory study of VRBO guests: The choice of hotels versus short-term rentals for business and leisure travel. Presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Dallas, Texas in July, 2016.
- Young, C. A., Rowe, S., Hartley, S., & Bacon, D. (2016). An exploratory study of hotel general managers' well-being and their transformational leadership behaviors. Presented at the *APac Council on Hotel, Restaurant, and Institutional Education Conference*, Bangkok, Thailand in May, 2016.
- Young, C. A., Haffejee, B., & Veeh, C. (2015). The impact of diversified mentoring relationships on ethnocentrism and cultural intelligence. Presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Orlando, FL.
- Young, C. A., & Haffejee, B. (2013). Power and privilege in diversified mentoring relationships. Presented at the *Sixth Annual Mentoring Conference*, Albuquerque, New Mexico, October 31, 2013.
- Nelson, K. B., Nelson, D., & Young, C. A. (2010). Up, up, and away! Event planning and production in Las Vegas. Presented at the *North American Case Research Association Conference*, Gatlinburg, TN.
- Young, C. A., Corsun, D. L., & Loth, D. (2008). The road to Tortuguero. Presented at the *North American Case Research Association Conference*, Manchester, NH. ***Awarded a Silver Medal out of 85 cases presented.**
- Young, C. A., Corsun, D. L., & Costen, W. M. (2008). The art of teaching with cases. Presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Atlanta, GA.
- Hirshorn, B. A., & Young, C. A. (2007). How older Las Vegans negotiate space and conceptualize place: The impact of face-paced, multi-faceted environmental change. Presented at the *Gerontological Society of America Conference*, San Francisco, CA.
- Gupte, J., Young, C. A., & Corsun, D. L. (2006). Cleaning up housekeeping at the Davidson Hotel. Presented at the *North American Case Research Association Conference*, San Diego, CA.
- Mangino, K., Corsun, D. L., & Young, C. A. (2006). What's cooking at ASP? Presented at the *North American Case Research Association Conference*, San Diego, CA.
- Shinnar, R. S., & Young, C. A. (2006). Hispanic immigrant entrepreneurs in the Las Vegas metropolitan area: Motivations for entry into, and outcomes of, self-employment.

Presented at the *San Francisco-Silicon Valley Global Entrepreneurship Research Conference*, San Francisco, CA.

Hirshorn, B. A., Young, C. A., Bernhard, B. J., & Preston, F. W. (2005). Factors associated with gambling frequency among older adults. Presented at the *Gerontological Society of America Conference*, Orlando, FL.

Young, C. A., Corsun, D. L., & McManus, A. L. (2005). The kitchen has a revolving door: The impact of work aspects, injury, and job satisfaction on intentions to leave the cooking occupation. Presented at *Western Academy of Management 45th Annual Meeting*, Las Vegas, NV.

McManus, A.L., Young, C.A., & Canale, D. (2005). The definition, value, and organizational processes of hospitality human capital. Tenth Annual *Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Myrtle Beach, SC. ****Nominated, best paper.***

Corsun, D.L., Young, C.A., & McManus, A.L. (2005). The cost-quality tradeoff of outsourced foods in hotel kitchens. Presented at *Council for Hotel, Restaurant, and Institutional Education Conference*, Las Vegas, NV.

Young, C. A., & McManus, A. (2004). The Eurotel Buenos Aires. Case presented at the *North American Case Research Association Conference*, Sedona, AZ.

Lundberg, C. C., & Young, C. A. (2004). Modified grounded theory: How defensible is it? Presented at the *American Association of Behavior and Social Sciences Conference*, Las Vegas, NV.

Shinnar R. S., & Young, C. A. (2003). Developing students' management skills through service learning. Paper presented at the *Organizational Behavior Teaching Conference*, Springfield, MA.

Shinnar R. S., Young, C. A. & Meana, M. (2003). The motivations for and outcomes of employee referrals. Paper presented at the *Eighth Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Las Vegas, NV.

Celli, T., Kruke, J., & Young, C. A. (2002). Carpacio's Shoe Store. Presented at the *North American Case Research Association Conference*, Banff, BC with my two undergraduate student co-authors.

Young, C. A., Erdem, M., Cho, S., Shinnar, R., & Champaner, E. (2002). Identifying critical adaptation issues faced by foreign-born Latino hospitality employees: An Exploratory, qualitative approach. Presented at the *American Association of Behavioral and Social Sciences Conference* in Las Vegas, Nevada.

Shinnar, R. S., & Young, C. A. (2002). The impact of making referrals: A model of

employee recommenders' motivations and outcomes. *Seventh Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas.

Maitlis, S., & Young, C. A. (2002). The social construction of emotion in service work. Presented at the *Western Academy of Management*, Santa Fe, New Mexico.

Young, C. A. (2000). A dynamic model of coping: Capturing the complexities of stressful events, emotions, and coping. Paper presented at the *Seventh Annual International Conference on Advances in Management*, Colorado Springs, Colorado.

Young, C. A. (2000). Understanding the nature of coping with service work stress. Paper presented at the *Western Academy of Management*, Kona, Hawaii. ****Paper was nominated for Best Paper overall; received Best Paper Award in Careers Division.***

Young, C. A. (1999). The Danbury Hotel. Presented at the *North American Case Research Association Conference*, Santa Rosa, California.

Young, C. A. (1999). Service workers' coping strategies: Dealing with stressful work events and negative emotions. Paper presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Albuquerque, New Mexico.

Young, C. A. (1999). How service workers cope with minor work hassles and negative emotions. Paper presented at the *Ninth European Congress on Work and Organizational Psychology*, Espoo-Helsinki, Finland.

Young, C. A., & Corsun, D. L. (1999). The role of personality in work stress. Paper presented at the *Ninth European Congress on Work and Organizational Psychology*, Espoo-Helsinki, Finland.

Lundberg, C. C., Rainsford, P., Shay, J., Young, C. A. (1999). Rut versus repertoire: Case writing reconsidered. Paper presented at the *Western Academy of Management*, Redondo Beach, California.

Young, C. A. (1997). Toward understanding the influence of positive affect on employee performance. Paper presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Providence, Rhode Island.

Corsun, D. L., & Young, C. A. (1997). Facilitating workers' sense of dignity in the workplace: A structured conceptualization. Paper presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Providence, Rhode Island.

Young, C. A., Corsun, D. L., Mueller, C., & Inman, C. (1997). The right method for the task: Using experiential learning with behavior modeling to teach management skills. Paper presented at the *Eastern Academy of Management*, New Brunswick, New Jersey.

- Young, C. A. (1996). On the way to the Pinnacle. Case presented at the *North American Case Research Association Conference*, Colorado Springs, Colorado.
- Corsun, D. L., & Young, C. A. (1996). Consumer behaviors and attitudes: Effects of New York City's Smoke-Free Air Act. Paper presented at the *Council on Hotel, Restaurant and Institutional Education Conference*, Washington, DC.
- Young, C. A. (1996). Critical incidents and commitment in hospitality organizations. Paper presented at the *Eastern Academy of Management*, Arlington, Virginia.
- Young, C. A., & Corsun, D. L. (1996). Work & well-being: An individualized study of stress. Presented at the *Conference on Graduate Education and Graduate Students Research in Hospitality and Tourism*, Houston, Texas.
- Young, C. A. (1996). Experiences of organizational entry: A critical incident study. Paper presented at the *Conference on Graduate Education and Graduate Students Research in Hospitality and Tourism*, Houston, Texas.
- Young, C. A. (1995). Service encounter coping strategies: Training for success. Paper presented at the *Cornell Center for Hospitality Research's Research Symposium*, New York, New York.

AWARDS (ACADEMIC) (2)

- Young, C. A., Corsun, D. L., & Loth, D. (2008). The road to Tortuguero. Presented at the *North American Case Research Association Conference*, Manchester, NH. ***Awarded a Silver Medal out of 85 cases presented.**
- Young, C. A. (2000). Understanding the nature of coping with service work stress. Paper presented at the *Western Academy of Management*, Kona, Hawaii. ***Paper was nominated for Best Paper overall; received Best Paper Award in Careers Division.**

PAPERS UNDER REVIEW (4)

- Young, C. A., Haffejee, B., & Corsun, D. L. (revision submitted). Developing cultural intelligence and empathy through diversified mentoring relationships. *Journal of Management Education*.
- Young, C. A., Haffejee, B., & Corsun, D. L. (revise & resubmit). The relationship between ethnocentrism and cultural Intelligence. *International Journal of Intercultural Relations*

Young, C. A., Hartley, S., Rowe, S., & Bacon, D. (under review). Hotel general managers' well-being and their transformational leadership behaviors. *International Journal of Hospitality & Tourism Administration*

Young, C. A., Xie, K. L., & Corsun, D. L. (under review). Travelers' preferences for short-term rentals and hotels. *International Journal of Culture, Tourism & Hospitality Research*

RESEARCH-IN-PROGRESS (10)

Young, C. A., Corsun, D. L., & Xie, K. Travelers' Loyalty to Peer-to-peer Accommodations

- Target journal: *Journal of Hospitality & Tourism Research*
- Description: In this study, we investigated factors associated with travelers' loyalty to shared accommodations (e.g., Airbnb, VRBO, etc.) and their influence of travelers' choice of accommodations for leisure travel purposes. Factors studied include accommodation attributes and travelers' previous shared accommodations usage and personality. Control variables include socio-economic factors (sex, income, education, ethnicity, marital status, and whether a homeowner or renter) as well as travel party size and trip length.
- Progress to date: Data has been collected and data analysis is underway. The first draft of the manuscript is underway (75% completed).

Young, C. A., Haffeejee, B., & Corsun, D. L. Creating humble leaders: The role of examining power and privilege.

- Target journal: *Journal of Management Education* or *Journal of Hospitality & Tourism Education*
- Description: Humility is widely accepted as a character strength or virtue of leaders, yet very little research has uncovered how it is developed. This study examines the impact of mentoring minorities on majority mentors' humility development using a newly created self-report of humility based on Tangney's (2000) definition of humility.
- Progress to date: Having created a self-report measure of humility, I have been pilot testing it over the past two years. Data analysis is underway with an initial factor analysis indicating two distinct factors accounting for 68% of the variance. More data analysis is necessary before a manuscript draft can be prepared.

Haffeejee, B., & Young, C. A. Refugee integration: Social capital, job-seeking self-efficacy, and satisfaction with life

- Target journal: *Journal of Refugee Studies*
- Description: With the number of refugees worldwide reaching levels not seen since WWII, scholars, government officials, and aid organizations struggle with successfully resettling and integrating refugees into receiving countries. Scant quantitative research examines the efficacy of resettlement efforts. In this study, we collected self-report data on dimensions of integration (social capital, job-seeking self-efficacy, and satisfaction with life) before and after a jobs-training resettlement program to evaluate the effectiveness of such efforts.

- Progress to date: We created instruments, received funding and translated them into seven different African, Middle Eastern, and Southeast Asian languages. Pilot tested the instrument over a one year period, conducted data analysis, and made revisions to the instruments based off the analysis. We have enough data for statistical power now so data analysis will begin Spring 2017.

Young, C. A. Implicit sexual attitudes and work engagement in highly sexualized environments.

- Target journal: *Journal of Applied Psychology*
- Description: Using a Java-script program to measure implicit sexual attitudes, this study examines the impact of implicit versus explicit sexual attitudes as moderators in the relationship between a perceived, sexualized environment and resulting work attitudes. The study updates the work by Berdahl and Aquino (2009), *Sexual behavior at work: Fun or folly?* Independent and dependent variables to be collected at two different time points to reduce common method bias.
- Progress to date: Literature review conducted and survey developed over a two-year period of revision with co-author. Funding secured for purchase of panel data from Qualtrics. IRB approval received.

Young, C. A. Sexualized work and problem-drinking: An occupational hazard in restaurants?

- Target journal: *Journal of Hospitality & Tourism Research*
- Description: Previous research has documented the highly sexualized environment of restaurant work as well as the prevalence of employee problem-drinking, but the relationship between the two has not been examined. In our study, we examine whether the availability of alcohol and the permissiveness of the climate for drinking alcohol are predictive of problem drinking and harassing and non-harassing sexual behaviors.
- Progress to date: See “*Implicit sexual attitudes and work engagement in highly sexualized environments*,” above.

Corsun, D. L., & Young, C. A. Permissive drinking norms, coworker cohesion, and alcohol availability: Predicting problem-drinking among restaurant employees

- Target journal: *Journal of Hospitality & Tourism Research*
- Description: In an editorial for the International Journal of Hospitality Management, Pizam (2010) called for a solution to the alcohol abuse and dependency problem plaguing the hospitality industry. Our study seeks to broaden our understanding of this phenomenon by studying restaurant workers and examining the influence of workplace norms associated with employee problem drinking and the moderating influence of coworker cohesion and alcohol availability.
- Progress to date: Funding for purchasing panel data from Qualtrics has been secured; survey has been created; IRB package is being prepared.

Young, C. A., & Corsun, D. L. Predicting work-related norms associated with problem drinking in restaurants

- Target journal: *Cornell Quarterly*
- Description: Bacharach, Bamberger and Sonnenstuhl (2002) stated in their piece, “Driven to drink: Managerial control, work-related risk factors, and employee problem drinking” in the *Academy of Management Journal*, that “researchers should pay closer attention to identifying the predictors of such norms” (p. 653), as in their study of 3,392 blue collar workers, norms were the strongest direct predictor of, in addition to mediating and moderating the effects of other work-related risk factors associated with, employee problem drinking. In this study, we attempt to identify predictors of norms associated with employee problem drinking. In addition to extending the extant research, identifying the antecedents to the workplace norms around drinking has great potential to influence practice.
- Progress to date: Funding for purchasing panel data from Qualtrics has been secured; survey has been created; IRB package is being prepared.

Young, C. A. Employee volunteer programs and their impact on employees’ work-related attitudes and behaviors

- Target journal: *Journal of Organizational Behavior*
- Description: Despite almost a third of U.S. corporations engaging in some form of employee volunteer programs (EVPs), a type of corporate social responsibility, and spending on average \$960,000/year on them (Points of Light Institute, n.d.), the link between EVPs and benefits to the firm remains elusive. No proof of the ROI to the firm of the EVP currently exists. This study examines the impact of EVPs on employee attitudes and behaviors to uncover the mechanism through which EVP activities might influence a firm’s performance.
- Progress to date: Spent over two years working with Realized Worth, the top strategic consultancy in corporate social responsibility and employee volunteering, and CorpsGiving, a premier logistical facilitator of EVPs, in developing the survey for data collection purposes. Received IRB approval. Have met with and presented at Xcel Energy, Comcast, Newmont Mining, Komatsu, MAC Cosmetics, Sheraton, Hilton and other companies requesting access for data collection.

Young, C. A. Designing employee volunteer programs for increased participation and satisfaction: What matters?

- Target journal: *Human Resource Management*
- Description: This study examines the characteristics and dimensions of employee volunteer programs (EVPs) associated with higher participation and satisfaction rates. Variables include employee participation in EVP decision making, their CSR beliefs, perceived organizational EVP motivation (altruistic vs. profit-motivated), role modeling of leadership, a supportive culture, and commitment of management, all hypothesized to influence how often employees participate (and intend to participate again) in EVPs and their level of satisfaction with having done so.
- Progress to date: Proposal has been approved by IRB; survey created; still seeking companies to participate (see “Employee volunteer programs and their impact on employees’ work-related attitudes and behaviors,” above).

Young, C. A., Gould, A., & Lloyd, M. The Responsible Restaurant: Social entrepreneurship in the restaurant industry

- Target journal: *Journal of Foodservice Business Research*
- Description: Social enterprise restaurants (SERs) are defined as a hybrid of the revenue creation of for-profits with the social-mindedness of non-profits that engage in commercial activity with the primary goal of promoting solutions for socio-environmental issues rather than creating maximized profit for shareholders and owners.
- Progress to date: Data collected and first draft of the manuscript was written in which we developed a framework, mapping out the various categories and dimensions of SERs. Now a revision is underway with projected completion date of March 2017.

GRANTS & CONTRACTS (Total external funding received = \$209,090)

Corsun, D. L., & Young, C. A. (2014). Project Hospitality Africa. University of Denver Internationalization Grant; Amount: \$8,000

Young, C. A., & Corsun, D. L. (2014). Alcohol consumption in the restaurant industry. Daniels College of Business 2013 Summer Research Grant/Course Release Awards; Amount: \$10,000

Young, C. A. (2014). Sexual behavior in the restaurant industry. Daniels College of Business 2013 Summer Research Grant/Course Release Awards; Amount: \$10,000

Young, C. A. (2013). Humanity, hope, & hospitality. Center for Community Engagement & Service Learning's Public Good Fund; Amount: \$15,000

Young, C. A. (2013). Mentor and protégé outcomes of diversified mentoring relationships. Engaged Scholarship Grant from Campus Compact of the Mountain West; Amount: \$1,500

Hartley, S., & Young, C. A. (2013). Leader well-being and organizational performance. Daniels College of Business 2013 Summer Research Grant/Course Release Awards; Amount: \$10,000

Young, C. A. (2008). Employee engagement. The Harrah's Foundation; Amount: \$39,000

Barrash, D., & Young, C. A. (2006). Size & Shape of the Industry. North American Association of Food Equipment Manufacturers; Amount: \$9,000

Barrash, D., & Young, C. A. (2004). Understanding the foodservice equipment & supplies industry: Current trends, future issues, implications for today. Foodservice Equipment Reports; Amount: \$40,000

- Young, C. A., & Naylor, G. (2003). Perceptions of justice, civility, equity and inclusiveness: Implications for faculty retention. UNLV Administration; Amount: \$20,000
- Barrash, D., & Young, C. A. (2003). Size & Shape of the Industry. North American Association of Food Equipment Manufacturers; Amount: \$15,000
- Young, C. A. (2002). Self-employment among Latino immigrants: Opportunities and barriers. UNLV Applied Research Initiative grant; Amount: \$37,500
- Young, C. A., Carruthers, C., Young, D. A., Ackerman, R., and Paver, J. (2002). The service learning initiative: A study of best practices in higher education service learning; UNLV Planning Initiative Award. Amount: \$9,699
- Young, C. A. (2001). Critical issues facing Latino immigrant families: Employment, finances, and resources; Annie E. Casey Foundation. Amount: \$75,000
- Young, C. A. (2001). Working conditions and health of Las Vegas casino-hotel guest room attendants; University of California, Berkeley. Amount: \$12,000
- Young, C. A. (2001). Foundations for inquiry: Choices and tradeoffs in the organizational sciences; UNLV SITE grant. Amount: \$1,163
- Young, C. A. (2000). Innovative Human Resources Recruiting Practices: How and Do They Work? UNLV Hotel College Seed Grant. Amount: \$1,865
- Young, C. A., Corsun, D. L., & Farrar, A. L. (1999). A strategic approach to attracting the invisible tourist market: Visiting friends & relatives (VFR) travel to Las Vegas. Las Vegas Convention & Visitors Authority; Amount: \$17,590
- Young, C. A. (1999). Coping with the stress of customer-contact service work. UNLV Hotel College Seed Grant; Amount: \$1,994
- Young, C. A., & Corsun, D. L. (1995). Work and well-being: An individualized study of stress. Center for Hospitality Research at Cornell University; Amount: \$3,750
- Enz, C. A., Corsun, D. L., & Young, C. A. (1995). Effects of New York City's Smoke-Free Air Act. Center for Hospitality Research at Cornell University; Amount: \$2,000

RESEARCH REPORTS TO SPONSORS

- Barrash, D., & Young, C. A. (2005). *The member needs assessment study*. This 156-page report to the North American Association of Food Equipment Manufacturers summarized the results of an extensive study of the association's members' evaluations of satisfaction and quality.

- Barrash, D., & Young, C. A. (2005). *2005 attendee show evaluation report*. This 131-page report to the North American Association of Food Equipment Manufacturers detailed the results of attendees' reactions and subsequent evaluations of the perceived benefits of The NAFEM Show, its value, and their satisfaction and return intentions.
- Barrash, D., & Young, C. A. (2005). *2005 exhibitor show evaluation report*. This 97-page report to the North American Association of Food Equipment Manufacturers detailed the results of exhibitors' reactions and subsequent evaluations of the perceived benefits of The NAFEM Show, its value, and their satisfaction and return intentions; their opinions regarding the future positioning of The NAFEM Show; and their usage of various services associated with exhibiting at The NAFEM Show.
- Young, C. A., & Corsun, D. L. (2004). *The hotel-restaurant viability study*. This 35-page report to the San Francisco Hotels Partnership detailed the results of a financial analysis of the P&L statements of the thirteen hotels and case studies of the effectiveness of two restaurant pilot projects.
- Young, C. A., & Corsun, D. L. (2004). *The impact of outsourcing: Implications for management and labor*. This 92-page report stated the results of a multi-method study of the impact of outsourcing food products in the outlets of hotels.
- Barrash, D., & Young, C. A. (2003). *Size & Shape of the Industry*. This 133-page report to the North American Association of Food Equipment Manufacturers provided up-to-date and accurate data regarding equipment and supplies sales in the North American food equipment and supplies manufacturing industry.
- Young, C. A. (2003). *Critical issues facing Latino immigrant fathers and families: Employment, finances and resources*. This 53-page report to the Annie E. Casey Foundation summarized the findings of a study conducted to identify the various challenges of Latino immigrant hotel workers in Las Vegas.
- Corsun, D. L., Young, C. A., Shinnar, R. S., & Farrar, A. (2003). *Hosting visiting friends and relatives*. This 79-page report to the Las Vegas Visitors and Convention Authority summarized the findings of a study to assess the impact of visiting friends and family on the spending behavior of local residents.
- Young, C. A., Corsun, D. L., & Shinnar, R. S. (2000). *The Culinary Union shop steward study*. This 28-page report to the Culinary Union detailed the results of a study of shop stewards' willingness to work on behalf of the union.

INVITED TALKS/PRESENTATIONS

- Young, C. A. (November, 2016). Roundtable host at the University of Denver's Project X-ITE Social Enterprise Summit with Jacob Taddy, Founder of Onwards.

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- Young, C. A. (November, 2016). Leveraging universities and colleges for developing job readiness skills curriculum for refugees. Presentation at Higher Advantage's 3rd Annual Refugee Employment Workshop.
- Young, C. A. (October, 2016). Panelist on "The Role of Business Schools in Integrating Refugees into Local Communities" at the *Regional Summit on Refugee Issues*. The Summit was sponsored by the Center for Education on Social Responsibility at the University of Colorado, Boulder, in alignment with the Principles of Responsible Management Education as part of the United Nations' Sustainable Development Goals.
- Young, C. A. (September, 2016). The risks and rewards of community-engaged service learning pedagogy. Presentation to the Ph.D. Program at the William F. Harrah College of Hotel Administration at the University of Nevada, Las Vegas.
- Young, C. A. (May, 2016). Adjusting client expectations and building career pathways. Presentation at the Ethiopian Community Development Council's 22nd Annual National Conference, Beyond Shelter for Refugees and Immigrants: Moving from Protection to Integration in Arlington, Virginia.
- Young, C. A. (February, 2016). Panelist for "How can we prepare students for real world problems and challenges?" as part of the University of Denver's Teaching and Learning Week.
- Young, C. A. (February, 2016). Panelist for "Ethics in hospitality" session at the Western Federation Council on Hotel, Restaurant, & Institutional Education Conference in Denver, Colorado.
- Young, C. A. (February, 2015). The power of diversified mentoring relationships. Poster presentation at DU's Coping with Change in Higher Education conference, Denver, CO.
- Young, C. A. (December, 2013, 2014). Lessons learned along the way. Presentation to DU's Center for Community Engagement & Service Learning's Service Learning Scholars Workshop, Denver, CO.
- Young, C. A. (October, 2014). Using undergraduate students to mentor refugees. Presentation to Compact of the Mountain West's "Community Engagement & Refugee Resettlement Programs: Building Community through Service & Learning" Webinar.
- Young, C. A. (March, 2014). Lessons learned along the way. Presentation to Campus Compact of the Mountain West's "Engaged Faculty Institute: Service Learning 101," Denver, CO.
- Young, C. A., & Corsun, D. L. (May, 2009). Strategic opportunities, competitive advantages, and growth in the assisted living industry. Presentation to the Colorado Association of Homes and Services for the Aging, Vail, CO.

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- Corsun, D. L., & Young, C. A. (February, 2007). Leveraging the Costa Rican culture to develop human capital for providing service to the changing US tourist. Presentation at the Costa Rican Tourism Investment Summit, San Jose, Costa Rica.
- Corsun, D. L., & Young, C. A. (October, 2006). Human capital sustainability and competitive advantage. Presentation to the faculty and industry partners of the University of Tourism, Costa Rica.
- Lundberg, C. C., & Young, C. A. (2005). The art of case teaching. Western Case Writers' Association Conference, Las Vegas, NV.
- Young, C. A. (March, 2004). Getting help from hospitality: Strategic opportunities, competitive advantages, and growth in the assisted living industry. Presentation to the Oklahoma Association of Homes and Services for the Aging, Oklahoma City, OK.
- Young, C. A. (December, 2001). No jackpots for them: Immigrants and refugees in the Las Vegas Casino Industry. Presentation at the Annie E. Casey Making Connections Conference: Strengthening Immigrant and Refugee Families and Communities, San Diego, CA.
- Young, C. A., & Corsun, D. L. (April, 2001). Case writing for publication. Presentation to the faculty of the William F. Harrah College of Hotel Administration at the University of Nevada, Las Vegas.
- Young, C. A. (March, 2001). Shop stewards and union commitment. Nevada Network on Interdisciplinary Organizational Research, University of Nevada, Las Vegas.
- Young, C. A. (September, 2001). Current developments in the Las Vegas tourist market. Guest speaker at Johnson State College, Hospitality and Tourism Management Program.
- Young, C. A. (March, 2001). Nevada Network on Interdisciplinary Organizational Research, University of Nevada, Las Vegas.
- Corsun, D. L., & Young, C. A. (April, 2001). Case Writing Workshop. Three-hour workshop presented to the faculty at the William F. Harrah College of Hotel Administration at the University of Nevada, Las Vegas.
- Corsun, D. L., & Young, C. A. (June, 1997). The role of personality in the relationship between the reporting of stressors and strains. Guest Speaker Program, LaTrobe University, Melbourne, Australia.
- Young, C. A. (April, 1997). Positive affect and employee performance. Research Seminar Series, Cornell University, Ithaca, New York.

Corsun, D. L., & Young, C. A. (February, 1996). Confidence and competence: Does believing in yourself really work? Workshop presented at the National Society of Minorities in Hospitality's National Conference, Washington, DC.

Enz, C. A., Corsun, D. L., & Young, C. A. (1995). Should New York City's restaurateurs lighten up? Effects of the city's Smoke-Free Air Act. Paper presented at the Center for Hospitality Research's Research Symposium, New York, New York.

AWARDS AND HONORS

- McCool Breakthrough Award (awarded to the Knoebel School), Council on Hotel, Restaurant, & Institutional Education, 2016
- C. Thomas Howard Award for Innovative Teaching, Daniels College of Business, 2016
- Inclusive Excellence Award, Daniels College of Business, 2015
- John Wiley & Sons Innovation in Teaching Award, Council on Hotel, Restaurant, & Institutional Education, 2014
- Community-Engaged Department of the Year (awarded to the Knoebel School), University of Denver, 2014
- Worldwide Hospitality Award Winner-Best Educational Innovation (awarded to the Knoebel School), 2013
- Service Learning Faculty of the Year Award, University of Denver, 2013
- Global Spa & Wellness Summit Student Competition, First Place, 2012 (advised team that beat the University of Houston, Penn State, and Cornell University)
- Outstanding Track Chair, APacCHRIE Conference, 2009
- Honorary member of Golden Key National Honor Society; selected by the President of the Washington State University Chapter for my high teaching standards; inducted 1998
- Doctoral consortium, OB/OMT/ODC, Academy of Management, Boston, 1997
- Full tuition scholarship, Rochester Institute of Technology, 1987
- Phi Beta Kappa, a national liberal arts honor society; inducted 1984
- Beta Gamma Sigma, a national business honor society; inducted 1983

EXECUTIVE EDUCATION

Boston Market 7/14

Designed and presented four (4) half-day workshop sessions on leadership development using appreciative inquiry.

Destination Hotels & Resorts 11/11

Developed and presented a half-day seminar on developing human capital and more effective teams.

Barona Resort & Casino 5/09

Developed a one-day module on moving supervisors and managers from the perspective of employees as human resources to one of human capital and all that it implies in terms of investment and leveraging.

Russian Association for Gaming & Business Development

2/02

Developed and delivered four executive education modules to approximately 120 Russian gaming managers in Moscow, Russia. Seminars were simultaneously translated using two interpreters. The modules included:

- Coaching and Supportive Communication
- Empowerment
- Strategic Human Resources Management
- Human Capital

Taos Mountain Casino

6/02

Developed a custom management certificate program for the staff from this Native American casino for the International Gaming Institute at UNLV. Delivered two modules on emotional intelligence out of a curriculum of 15 modules.

REVIEWING: JOURNALS AND CONFERENCES

Associate Editor for the following journals:

- *Journal of Hospitality and Tourism Research*, 2012-present (was on the Editorial Board from 2008-2012)
- *Cornell Quarterly*, 2013-2016

Reviewer for the following journals:

- *American Behavioral Scientist*, 2006
- *Anatolia*, 2009
- *Annals of Tourism Research*, 2001-2002, 2009
- *Case Research Journal*, 2015
- *Gaming Research and Review Journal*, 2001, 2004, 2005, 2008
- *International Journal of Contemporary Hospitality Management*, 2009
- *International Journal of Hospitality Management*, 2006, 2010
- *Journal of Restaurant and Foodservice Marketing*, 2001

Reviewer for the following conferences:

- Council on Hotel, Restaurant, and Institutional Education Conference, 2001, 2005, 2006
- Track chair (HR, training and education, and careers) for the Asian-Pacific Council on Hotel, Restaurant, and Institutional Education Conference, 2009 ***Received “Best Track Chair” award**
- Eastern Academy of Management Conference, 1997
- North American Case Research Association Conference, 2014

GRADUATE STUDENT COMMITTEES***Doctoral Dissertations Supervised***

Rachel Shinnar, *Bursting the bubble from the inside: Individual and environmental barriers to upward mobility among Mexican immigrants*, 2004, committee chair

- Mehmet Erdem, *Examining the effect of teaching method and learning style on student course achievement for hospitality education*, 2003
- Dina Zemke, *The effect of ambient scent on affiliation behaviors and social interactions*, 2002
- Shiang Lih Chen, *An investigation into the relationship between commitment and loyalty: Commitment as a key mediating variable for loyalty*, 2001

Master's Theses/Professional Papers Supervised

- Ana Gomes, *A cultural assessment of employee motivation in the Brazilian hotel industry: A comparison between the Northeast and the Southeast*, 2003
- Jennifer Hamby, *Service learning: What it is and how it can be implemented*, 2003
- Deborah Canale, *Human capital in the hospitality industry: Its components, role and importance in achieving corporate goals*, 2001, committee chair
- Thomas Kuhn, *The relationship between employee personality traits and preferred leadership style*, 2001
- Pamala Backeburg, *The effects of level of training on employee perceived and actual job performance*, 2000
- Min Fang, *Job characteristics and self-efficacy as predictors of organizational commitment*, 2001

Honors Theses & PiNS Grants

- Malia Bacig, *The local foods movement*, 2016-present
- Alejandro Garcia, *The impact of scope on the effectiveness of diversity training*, 2015
- Aisling Gould, *Social enterprise restaurant: A framework*, 2014
- Hannah Loudin, *Employee turnover in restaurants*, 2014 (PiNS grant amount: \$1,475)

MAJOR SERVICE ACTIVITIES AT DU

Department/Program

Public Good Gala, 2014-present

Creator and inspiration behind this five-course wine-pairing dinner to support the University of Denver's commitment to the public good. The Gala, will average attendance of 120 people, now raises over \$10,000 each year to support the Knoebel School's innovative partnership with the ECDC/African Community Center, a refugee resettlement agency. Refugees and Knoebel School students work the event together.

Project Hospitality Africa, 2014-present

Am spearheading an initiative to develop strategic partnerships in Ethiopia and Uganda for the Knoebel School. To gain a competitive advantage in the crowded field of hospitality education, the Knoebel School is seeking out African partners to provide our students with additional opportunities to increase their cultural intelligence and leadership capabilities. Currently, I am working on developing executive education curriculum, internship opportunities, and training and education facilities.

Target Journal List Committee, Knoebel School, 2015

One of two members of this committee that developed quantitative criteria free of personal preferences for establishing our target journal list. Solicited feedback from other faculty members before final list was presented and approved.

Search Committee for Assistant/Associate Professor in Hospitality Management, Member, 2013-2014

Reviewed applicants, conducted phone interviews, and conducted on-campus interviews with two finalists; however, funding for the position was pulled before a final offer was made.

Search Committee for Assistant/Associate Professor in Hospitality Management, Member, 2012-2013

Reviewed candidates, assisted with developing a structured interview protocol for phone interviews and a rating sheet, and attended all teaching and research presentations of the candidates. Additionally, helped write the report to the Director of Knoebel School of Hospitality with our final recommendations. Reviewed over 40 applications, did phone interviews with eight candidates, and brought four candidates to campus. Attended the CHRIE conference and manned a booth at a job fair and spoke to potential candidates, encouraging them to apply.

National Restaurant Show Travel Award Criteria Committee, Chair, 2012

This three-member committee developed the criteria and evaluation rating system for selecting students to review travel awards to attend the National Restaurant Show.

International Hotel, Motel & Restaurant Show Travel Selection Committee, Member, 2012

This three person committee reviewed applications from students wishing to attend the International Hotel, Motel, & Restaurant Show in New York City.

Hilton Chair of Lodging Search Committee, Member, 2011-2012

Reviewed applications, interviewed candidates, and cooperated with other committee members to make a selection.

College/Academic Unit**Undergraduate Programs Review Committee, 2014-present****Daniels Presidential Debate Planning Committee, Co-chair, 2012**

Barb Pemble and co-chaired this committee which was responsible for organizing all events for Daniels related to the Presidential Debate.

University**Public Good Fund Committee, Reviewer, 2014-present**

The University of Denver awards up to \$100,000 annually for research that promotes the public good. As a committee member, I review and decide which proposals should be funded. We review approximately 15-20 grant proposals, twice a year.

Center for Community Engagement & Service Learning, Faculty Associate, 4/12-6/14

As a Faculty Associate, I worked with the director of the Center for Community Engagement and Service Learning to engage faculty in using community-engaged service learning in their courses by presenting at workshops (at the University of Denver and within the state of Colorado) and conducting research.

Mountain West Engagement Academy—DU Representative, Feb. 19-21, 2014

Endorsed by the American Association of State Colleges and Universities, the Coalition of Urban and Metro Universities, and the Association of Public and Land-Grant Universities, the Engagement Academy supports colleges and universities developing institutional engagement plans, effectively linking community engagement to the teaching, research, and service missions of the institution. As part of a 6-member team from DU, we developed engagement plans integrated into the DU campus as a tool for institutional effectiveness as a result of participating in this academy.

Center for Community Engagement & Service Learning Advisory Board, Board Member, 2011-2012

As an advisory board member for CCESL, I met with other advisory board members and the CCESL staff to review progress and make recommendations and decisions regarding the future of CCESL.

Public/Community

Principles of Responsible Management Education, *Regional Summit on Refugee Issues* Planning Committee Member, 2016

One of 15 committee members who spent over six months planning and then executed the *Regional Summit on Refugee Issues* as part of the United Nations' Sustainable Development Goals. The Summit was sponsored by the Center for Education on Social Responsibility at the University of Colorado, Boulder. The all-day *Regional Summit on Refugee Issues* attracted over 75 attendees and was the first of its kind to bring leaders from government, non-profit, education, and businesses together.

Rocky Mountain HR | People & Strategy, Executive Board Member, 2014-2016

One of 12 people on the executive board of this professional organization focused on C-suite executive development. We organize and execute professional development programs, bringing in cutting-edge speakers including New York Times best-selling authors, top-notch consultants, and university professors.

African Community Center, Workshop Organizer, 2013

I voluntarily planned and executed a job fair for the refugees who were participating in a job training program being held in the Knoebel School. I arranged for speakers and developed a database of potential companies to invite. Developed an email invitation and

fielded phone inquiries. Met with employers before the job fair to explain the program and encourage them to attend and interview the refugees.

MAJOR SERVICE ACTIVITIES AT UNLV

Strategic Planning Committee, Hotel College, 2007-2011:

One of a five-member team responsible for organizing and running a two-day strategic planning kick-off retreat for the entire faculty and staff of the college, conducting a SWOT analysis, developing strategic plans, revising the vision and mission statements, developing value statements, conducting a zero-based curriculum review, reorganizing the entire Hotel College (with 60 full-time faculty and four departments), eliminating and developing programs, implementing eight strategic initiatives and monitoring their progress, creating a faculty web portal for communication, and conducting faculty-led faculty meetings, among other duties, while attempting to change the culture of the college from one of fear and apathy to one of passion and empowerment. As such, extensive feedback from faculty members through quantitative surveys, focus groups, and interviews was secured. The committee was in the execution stage, overseeing implementation of initiatives and monitoring their effectiveness.

Center for Service Learning/Civic Engagement at UNLV, 2004-2011:

Worked with Vice President of Planning/Chief of Staff's office to secure a multi-year, multi-million dollar donation for creating a center for service learning/civic engagement. Interviewed, recommended, arranged, and convinced the VP to fund (at \$12K) the hiring of a service learning consultant; organized his two visits to campus, including air, ground transportation, lodging, and meals; arranged and scheduled meetings for him with 24 campus leaders during his visits; reviewed his reports; and was the main contact and driver of this work. Worked to secure funding (\$250K) for next phase of this project.

Honors Council (Honors College), representative, 2004-2008:

Assist with the strategic planning for the College in terms of funding, curriculum, hiring, and gaining national recognition.

Principal Investigator Advisory Board, 2003-2006, 2008:

One of three chairs who oversaw two other reviewers each in evaluating all New Investigator Award and SITE grant proposals. I was chair of the business, hotel, and fine arts committee, and we reviewed approximately 22 proposals/year. Wrote reviews for each proposal, consolidated evaluations from other reviewers, and met with all members to determine funding priorities.

Status of Women Committee, 2002-2008:

Conducted the faculty retention study for this committee. Found local focus group moderator, developed focus group questions, solicited focus group participants, and conducted pilot focus group. Worked with Institutional Planning and Analysis to find "sister" institution, made contacts with Office for Women at this sister institution and worked with their IRB to secure permission to conduct focus groups with their faculty members; secured \$100 incentives for each focus group participant; made travel arrangements for focus group moderator and

chairperson of the SWC to travel to sister institution to conduct focus groups; made catering arrangements for focus groups; hired and managed graduate students to transcribe focus group transcripts; analyzed focus group data; developed survey instrument used to survey all UNLV faculty members during the spring 2006 semester.

University Program Review Committee, 2003-2008:

With the help of two colleagues, we revamped the 5- and 10-year review process for all programs at UNLV, and developed online surveys for undergraduate students, graduate students, and faculty members for data collection purposes. I wrote a report template to be used by all committee members. Additionally, I chaired the Review Committee evaluating the Ph.D. program in Psychology and Special Education, which required analysis of self-studies and surveys, meeting with an outside reviewer, and writing a 35-page internal review report.

Center on Aging, 2002-2006:

Collaborated with the Director on a senior gambling research project and a project on seniors' perceptions of place.

President's Task Force on Diversity and Equity, Summer 2006:

One of six faculty members selected to this ad hoc committee to review the university's progress toward its diversity and equity goals. Committee included members of the community committed to helping the university meet its goals and create an inclusive, supportive environment for diverse students, faculty, staff, and community members. Undertook a massive review and evaluation of all major departments/units on campus and generated a report for the President.

Other College Committees:

Ad Hoc Strategic Planning Committee, 2002; 2005
Scholarship Committee, 2001-present
Graduate Faculty Member, 1999-present
Gaming Degree Committee, 2000-2002
Ad Hoc Committee for Curriculum Review (revised the core), 2001
Faculty Development and Leave Committee, 1999-2001
Orientation Committee for New Student Orientation, 2000

PROFESSIONAL AFFILIATIONS

- American Society on Aging
- International Council on Hotel, Restaurant, and Institutional Education
- Gerontological Society of America
- North American Case Research Association
- Western Academy of Management: Local arrangements co-chairs for 2005 WAM conference (attendance of approximately 250 people) and facilitator at Doctoral and Junior Faculty Consortium

PROFESSIONAL EXPERIENCE

- 1/91-8/91 **Serv-Rite Corporation**, Rochester, New York
Director of Food Service
Managed production kitchen, three service lines and dining areas, child care center food service, and on- and off-campus catering at Monroe Community College. Oversaw a staff of twenty full and part-time employees. Created new cycle, catering, and childcare center menus. Revised inventory system, serving lines, and production systems. Organized and operated food service for summer day camps for children on the college campus.
- 1/90-11/90 **Pizzeria Uno**, Stamford, Connecticut
Restaurant Manager
As part of opening management team, assisted in hiring and classroom training of staff; organized and set up kitchen, dining and storage areas. Ongoing functions included daily operations management, scheduling, inventory, ordering, and forecasting sales, costs and labor productivity.
- 5/88-8/89 **Iggy's Study Restaurant**, Rochester, New York
Managing Owner
Created and operationalized theme, design, and service delivery system for the opening of a sixty seat restaurant; hired, trained and managed new staff. Prepared and analyzed sales forecasts and operating budgets. Planned and designed layout of kitchen, dining and bar areas. Developed seasonal menus, wine lists and specialty drink menus.
- 6/85-8/87 **Geary Corporation**, Pittsfield, Massachusetts
Programming Consultant
Conducted needs analysis at client sites for software development. Created customized computer programs for two major clients, IBM and Visiting Nurse Service of New York; trained employees to use new software.