

Jichul Jang, Ph.D. CHE.

Assistant Professor
 Department of Hospitality Management
 College of Human Ecology
 Kansas State University
 105 Justin Hall
 1324 Lovers Lane, Manhattan, KS, 66506
 jichul@ksu.edu

EDUCATION

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| Ph.D. in Consumer Sciences | 2013 |
| Concentration in Hospitality Management | |
| College of Education and Human Ecology | |
| The Ohio State University, Columbus, OH, USA | |

Dissertation:

A multi-level examination of factors predicting employee engagement and its impact on customer outcomes in the restaurant industry
 Chair: Prof. Jay Kandampully

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| Master of Science, Hospitality Management | 2008 |
| College of Merchandising, Hospitality and Tourism | |
| University of North Texas, Denton, TX, USA | |

Thesis:

The impact of career motivation and polychronicity on job satisfaction and turnover intention among hotel industry employees
 Chair: Prof. Richard F. Tas

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| Bachelor of Sciences in Hospitality Management and Physics (Dual Major) | 2003 |
| University of Suwon, Suwon, South Korea | |

PROFESSIONAL EXPERIENCE

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| Assistant Professor | Department of Hospitality Management Kansas State University– Manhattan, KS, USA | 2013 - Present |
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Teaching

HM 464 Revenue Management
 HM 482 Human Resource Management in the Hospitality Industry
 HM 664 Advanced Hotel Operation
 HM 815 Advanced Lodging Management
 HM 890 Administration of Foodservice and Hospitality Organization (Organizational Behaviors)
 HM 975 Research and Applied Theories in Hospitality Management

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|------------------------------------|---|-------------|
| Instructor & Teaching Assistant | Department of Consumer Sciences The Ohio State University – Columbus, OH, USA <i>Teaching</i> CONSCI 460 Personnel and Organizational Management CONSCI 310 Consumer Service & Satisfaction CONSCI 230 Introduction to Hospitality Management | 2009 - 2012 |
| Teaching Assistant | College of Merchandising, Hospitality and Tourism University of North Texas- Denton, TX, USA <i>Teaching Assistant</i> HMGT 1450 Principles of Nutrition HMGT 4250 Restaurant Operations | 2006 - 2008 |
| Room Sales Manager | Grand Hilton Hotel, Seoul, South Korea <ul style="list-style-type: none"> • Performed related sales functions for all conventions, meeting, wedding receptions, banquet, and social events • Managed convention center contract creation • Created innovative sales promotions for major accounts • Trained and motivated new sales representatives | 2005 |
| Income Auditor | Sofitel Ambassador Seoul, South Korea <ul style="list-style-type: none"> • Reviewed reservation for market segment review • Analyzed overall hotel performance and provide summary report with recommendation to improve long term strategies • Provided daily, weekly and monthly reporting • Managed all A/R and A/P functions • Prepared reports recommending accounting control improvements for review and implementation by general manager | 2002-2005 |
| Banquet hall server (Part-time) | Hotel Shila, Seoul, South Korea <ul style="list-style-type: none"> • Performed normal restaurant tasks associated with breakfast, lunch and dinner shifts | 2000-2002 |

HONORS AND AWARDS

- **Best Paper Award** 2018
83th International Tourism Conference, Incheon, South Korea
- **Best Paper Award** 2018
23th Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX
- **Best Paper Award** 2016
The Global Hospitality & Tourism Conference, Seoul, South Korea
- **Best Paper Award** 2015
8th International Conference on Service Management, Washington, DC
- **Big 12 Faculty Fellowship** 2015
Kansas State University, Manhattan, KS
- **Consumer Sciences Graduate Student Award** 2013
The Ohio State University, Columbus, OH
- **College of Education and Human Ecology Graduate Dissertation Fellowship** 2013
The Ohio State University, Columbus, OH
- **Graduate Student Travel Grant** 2010-2013
The Ohio State University, Columbus, OH
- **Full Tuition Scholarship** 2009-2012
The Ohio State University
- **Best Paper Award** 2010
15th Graduate Student Research Conference in Hospitality and Tourism, Washington, DC
- **Graduate Master Fellowship** 2006
College of Merchandising Hospitality & Tourism
University of North Texas, Denton, TX
- **High Honor Student** 2002
University of Suwon, Suwon, South Korea

RESEARCH

Research Interests:

- Employee engagement and its impact on customer outcomes
- Emotional labor and emotional intelligence in the hospitality industry
- Servant leadership in the hospitality industry
- Supervisor/subordinate relationships using social network

- Employee personality (Polychronicity)
- Employee retention and turnover.
- Abusive supervision
- Eye-tracking studies in the hotel industry
- Predictive analysis for Human Resource Management

Refereed Journal Articles Published:

- **Jang, J.** (In Press). Intrinsic and extrinsic factors impacting hotel non-supervisory employees' job satisfaction and turnover intention. *Journal of Tourism & Industry Research*.
- Lin, N., **Jang, J.**, & Roberts, K.R. (2018). Are employees with higher organization-based self-esteem less likely to quit? A moderated mediation model. *International Journal of Hospitality Management*. [SSCI], 73, 116-124.
- Kang, J., & **Jang, J.***, & Jeong, C. (2018). Understanding museum visitor satisfaction and revisit intentions through mobile guide system. *Asia Pacific Journal of Tourism Research* [SSCI], 28(2), 95-108.
- **Jang, J.**, Seo, J., & Kwon, H. (2017). A multi-level approach of organizational citizenship behaviors in the hotel industry. *Journal of Tourism & Industry Research*, 37(4), 5-12.
- Kim, B., Lee, G., & **Jang, J.** (2017) Employee empowerment and its contextual determinants and outcome for service workers: A cross-national study, *Management Decision*. [SSCI], 55(5), 1022-1041.
- Sohail, S., & **Jang, J.***. (2017). Understanding the relationships among internal marketing practices, job satisfaction, service quality and customer satisfaction: An empirical investigation of Saudi Arabia's service employees. *International Journal of Tourism Sciences*. 17(2), 67-85.
- **Jang, J.**, & Kandampully, J. (2017). Reducing employee turnover intention through servant leadership in the restaurant context: A mediation study of affective organizational commitment. *International Journal of Hospitality & Tourism Administration*. 1-17.
- Jeon, H., **Jang, J.**, & Barrett, E. (2016). Linking website interactivity and consumer behavioral intention in an online travel community: The mediating role of utilitarian value and online trust. *Journal of Quality Assurance in Hospitality & Tourism*. 18(2), 125-148.
- Park, S., **Jang, J.**, & Ok, C. (2016). Analyzing Twitter to explore perceptions of Asian restaurants. *Journal of Hospitality and Tourism Technology*. 7(4), 405-422.
- Yoon, D., **Jang, J.**, & Lee, J. (2016). Environmental management strategy and

organizational citizenship behaviors in the hotel industry: The mediating role of organizational trust and commitment. *International Journal of Contemporary Hospitality Management* [SSCI], 28(8), 1577-1597.

- Choi, H., **Jang, J.**, & Kandampully, J. (2015). Application of the extended VBN theory to understand consumers' decisions about green hotels. *International Journal of Hospitality Management* [SSCI], 51, 87-95.
- **Jang, J.**, & George, R.T. (2012). Understanding the influence of polychronicity on job satisfaction and turnover intention: A study of non-supervisory hotel employees, *International Journal of Hospitality Management* [SSCI], 31,588-595.

Publication under Review

- Zhang, W., **Jang, J.**, Roberts, K.R. (Under first review). Why do people leave? A study of nonsupervisory restaurant employees' polychronicity and turnover intention. *International Journal of Hospitality & Tourism Administration*.
- Kang, J., & **Jang, J.*** (Under second review). What do employees perceive as a hindrance or challenge stressors in the hospitality industry? What role does hope play? *Journal of Human Resources in Hospitality & Tourism*.
- **Jang, J.**, Choi, J., Jeon, H., & Kang, J. (Submission). A mix-methods approach to examining the motives to use Airbnb. *Current Issues in Tourism* [SSCI].
- **Jang, J.**, Kandampully, J & Kwon. H. (Under first review). How does a servant leader drive employee engagement? Testing a mediated moderation model. *International Journal of Hospitality Contemporary Management* [SSCI].
- Oh, H., & **Jang, J.** (Under second review). The role of emotional intelligence in fostering job performance influencing servers' tip size: The relational mechanisms. *International Journal of Hospitality Management* [SSCI].

Working Papers

- **Jang, J.**, Zhang, W., & Roberts, K. (Final Stage). Polychronicity and job performance in the restaurant context: A moderated mediation model including organizational identification and organizational tenure. *International Journal of Contemporary Hospitality Management* [SSCI].
- Tao, C., **Jang, J.**, & Kwon, J. (Final Stage). Customer mistreatment and service sabotage: Assessing the mediating role of job stress and the moderating role of emotional intelligence in the restaurant context.
- **Jang, J.**, & Wu, Y. (Final Stage). Visual attention of Airbnb website: Insights from eye-tracking study. *International Journal of Hospitality Management* [SSCI].

- **Jang, J.**, Yoon, D., & Kwon, H. (Final Stage). Examining the relationship between restaurant employees' sleep and service sabotage behaviors: The negative spillover effect. *Cornell Hospitality Quarterly* [SSCI].
- **Jang, J.**, & Yoon, J. (Final Stage). Job-choice model. *Journal of Hospitality & Tourism Education*

Book Chapter

- **Jang, J.** (2013) "Cardinal Health" a case study in the book *Service Management in Health and Wellness Services*(ed) Kandampully, J., Kendall Hunt Publishing, USA.

Referred Conference Presentations & Proceedings:

- Saiki, J., Clark, H., **Jang, J.** (2018). Do online reviews affect a hotel's RevPAR? It depends. The Korean American Hospitality & Tourism Educators & Industry Professionals Association, Las Vegas, April 20-21.
- **Jang, J.**, & Kwon, J. (2018). Examining the relationship between restaurant employees' sleep quality and service sabotage behaviors: The negative spillover effect. **BEST PAPER AWARD.** 83th International Tourism Conference, Incheon, South Korea, Feb12-13.
- Oh, H., & **Jang, J.** (2018). Service improvisation as a double-edged sword. **BEST PAPER AWARD.** 23th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX, Jan 3-5.
- Kang, J., & **Jang, J.** (2018). Cultural diversity and team effectiveness: The mediating role of relationship conflict and the moderating role of leaders' advice network. 23th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX, Jan 3-5.
- Alcorn, M., & **Jang, J.** (2017). Enhancing emotional intelligence through guided viewing. Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.
- **Jang, J.**, & Kwon, H. (2017). The role of servant leadership and job crafting for promoting employee engagement in the hotel context. Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.
- **Jang, J.**, Kang, J., & Oh, H. (2017). Does LEED certification help the financial performance of hotels in the United States? Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.

- **Jang, J.**, Choi, J., Kang, J., & Jeon, H. (2017). Why do you select Airbnb over hotels? Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.
- Kang, J., & **Jang, J.** (2017). Deep acting and turnover intention in the hotel industry: Does mindfulness decrease emotional exhaustion? Submitted to The Korean American Hospitality & Tourism Educators & Industry Professionals Association, Las Vegas, April 21-22.
- Kwon, H., & **Jang, J.** (2017). The moderating effect of organizational culture on the organizational citizenship behavior and customer perceived service quality. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Tao, C., **Jang, J.**, & Kwon, J. (2017). How does service climate affect negative and positive outcomes of service encounters? The moderating effect of restaurant frontline employee's self-efficacy. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Oh, H., & **Jang, J.** (2017). From full-service restaurant servers' emotional intelligence to tip size: Mediating role of team-member exchange. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Zhang, W., & **Jang, J.** (2017). The influence of polychronic time use on team-member exchange relation and turnover intention: A study of non-supervisory restaurant employees. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Alcorn, M., & **Jang, J.** (2017). Service work events and emotions: Affective event theory and restaurant employees. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Zhang, W, Robert, K., & **Jang, J.** (2017). The influence of polychronicity time use on job satisfaction, work engagement, and turnover intention: A study of non-supervisory restaurant employees. 22th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Jan 5-7.
- Kang, J., & **Jang, J.** (2017). Fake emotions towards co-workers and turnover intention in the hotel industry. 22th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Jan 5-7.
- Oh, H., & **Jang, J.** (2017). Team-member exchange and its impact on customer-oriented attitude and work outcomes: An empirical study in the full service restaurants. 22th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Jan 5-7.
- Kang, J., & **Jang, J.** (2016). Linking role stressors to service-oriented OCB in the hotel industry. **BEST PAPER AWARD**. The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
- **Jang, J.**, Kwon, H., & Yoon, D. (2016). The impact of physical environment on casino dealers'

- job satisfaction and performance. The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
- Kang, J., & **Jang, J.** (2016). Enhancing teamwork through outdoor-based experiential training. The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
 - **Jang, J.**, & Kwon, H. (2016). The antecedents and consequence of service-oriented organizational citizenship behaviors in the restaurant industry. The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
 - Lee, J., **Jang, J.**, & Kang, B. (2016). Development of a deserted place as a competitive tourism destination: The case study of Dokdo and East sea in South Korea. The Korean American Hospitality & Tourism Educators & Industry Professionals Association, Las Vegas, April 21-22.
 - Lin, N., **Jang, J.**, & Roberts, K.R. (2016). Effects of personal characteristics on employee organizational commitment and job related behaviors. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Dallas, TX, July 20-22.
 - **Jang, J.**, Roberts, K., & Zhang, W. (2016). Polychronicity and job performance in the restaurant context: The mediating role of organizational identification and the moderating role of organizational tenure. International Tourism Conference, Andong, South Korea, Feb 18-20.
 - Kim, W., & **Jang, J.** (2016). Effects of internationalization on financial performance in the restaurant industry: The moderating role of firm resources. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
 - Kim, W., & **Jang, J.** (2016). The impact of online reviews on financial performance: The moderating role of brand reputation. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
 - Tao, C., **Jang, J.**, & Kwon, J. (2016). Customer mistreatment and service sabotage: Assessing the mediating role of job stress and the moderating role of emotional intelligence. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
 - Kang, J., & **Jang, J.** (2016). Use of smartphone applications by museum visitors: An extended technology acceptance model. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
 - **Jang, J.** & Kandampully, J. (2015). A multi-level investigation of relationships among servant leadership and customer services: A moderated mediated model of employee engagement and self-efficacy. **BEST PAPER AWARD.** 8th International Conference on Service Management,

Washington, D.C. November 28-30.

- Kim, W., & **Jang, J.** (2015). Effects of corporate social responsibility on financial performance in the hospitality industry: The mediating role of customer satisfaction index (ACSI). 8th International Conference on Service Management, Washington, D.C. November 28-30.
- Jeon, H, Lee, J. & **Jang, J.** (2015). Importance of workplace friendship: A buffering effect on the relationship between emotional dissonance and burnout. 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8-10.
- Park, S., **Jang, J.**, & Ok, C. (2015). Text mining and sentiment analysis with tweet data referring to Asian Restaurants. 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8-10.
- Jeon, H., Barrett, E., **Jang, J.**, & Lee, S. (2015). Investigating the relationship of corporate image, delight, and customer citizenship behavior. 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8-10.
- Lee, J., Weber, M., **Jang, J.**, & Crawford, A. (2014). Investigating Leader-Member Exchange (LMX) as a moderator of the relationship between employees' perceived organizational injustice and service sabotage. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), San Diego, CA, July 30- August 1.
- **Jang, J.**, & Kwon, J. (2014). Improving emotional intelligence of undergraduate students majoring in hospitality management. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), San Diego, CA, July 30- August 1.
- Jeon, H., **Jang, J.**, & Barrett, E. (2014). Enhancing employee performance through customer participation behaviors: Exploring the moderating role of career stage. International Council on Hotel, Restaurant, and Institutional Education Conference (I CHRIE), San Diego, CA, July 30- August 1.
- Jeon, H., **Jang, J.**, & Lee, J. (2014). The influence of interactivity online travel service users' attitude. 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 3-5.
- Choi, H., **Jang, J.**, & Kandampully, J. (2014). Understanding hotel consumers' decision-making process toward a green hotel: Using Stern's value-belief-norm (VBN) theory. 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 3-5.
- Yoon, D., & **Jang, J.** (2014). Exploring the hotel manager perspective in the relationship

between environment management and firm performance: The moderating effect of firm's environmental ethics. 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 3-5.

- **Jang, J.**, & Kandampully, J. (2013). An investigation of factors contributing to employee performance and positive electronic word-of-mouth intention: The role of emotional intelligence as a moderator. Second Annual Conference for Positive Marketing, New York, NY, January 14-15.
- **Jang, J.**, & Kandampully, J. (2013). Promoting creativity of service employees using contextual factors in hotel industry: The mediating role of psychological empowerment. 18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA, January 3-5.
- **Jang, J.**, & Kandampully, J. (2013). LMX differentiation and unit-level performance and its impact on customer perceived service quality in the restaurant Industry: The moderating role of organizational justice climate. 18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA, January 3-5.
- Kim, S., **Jang, J.**, Choi, H., & Chung, J. (2012). An application of perceived justice with regard to restaurant loyalty program evaluations. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Providence, Rhode Island, August 1-4.
- Choi, H., Kim, S., **Jang, J.**, & Kandampully, J. (2012). Measuring customer satisfaction in health service environment. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Providence, Rhode Island, August 1-4.
- George, R.T. & **Jang, J.** (2011). Ethical behavior and whistle-blowing: A hospitality student perspective. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Denver, Colorado, July 20-23.
- **Jang, J.** & George, R.T. (2011). The relationship of emotional intelligence to job stress, affective commitment, and turnover intention among restaurant employees, 16th Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 6-8.
- George, R.T. & **Jang, J.** (2010). Supervisors and empowerment: Student perceptions of the relationship, International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), San Juan, Puerto Rico, July 28-31.
- **Jang, J.** & George, R.T. (2010). The effect of polychronicity on job satisfaction and related turnover intention, 9th Asia Pacific Forum for Graduate Students Research in Tourism, Beppu, Japan, July 9-11.

- **Jang, J.** & George, R.T. (2010). The impact of career motivation and polychronicity on job satisfaction and turnover intention among hotel industry employees. **BEST PAPER AWARD**, 15th Graduate Student Research Conference in Hospitality and Tourism, Washington, DC, January 7-9.

GRANT ACTIVITIES

Proposal Funded

- Kang, J., **Jang, J.**, & Kwon, J. (2017). Improving dining satisfaction of resident in a long-term care institution through co-creation menu. The Peine Excellence for Aging Initiative Funds, \$5,976.
- Oh, H., **Jang, J.**, & Roberts, K.R. (2017). Safe & healthy Sushi cooking class for elderly people. The Peine Excellence for Aging Initiative Funds, \$3,500.
- Robert, K.R., **Jang, J.**, & Kwon, J. (2017). A Hybrid Hospitality Management Degree Completion Program, Sponsored by Kansas State University Global Campus, Funding: \$28,919.
- Kwon, J., & **Jang, J.** (2015). Development of Operating Guides for Four Types of Navy Morale, Welfare, and Recreation (MWR) Facilities: Golf Courses, Motion Picture Theaters, Bowling Centers, and Liberty Centers. US Navy project. Funding: \$500,000 (Co-PI)
- **Jang, J.** (2015). Seeking mentorship, initiating collaborations and establishing for research on online hotel decision making process using an eye-tracker method, Big 12 Faculty Fellowship, Kansas State University, Funding: \$2,323 (Principle Investigator).
- Kim, J., & **Jang, J.** (2015). Environmental and economic impacts made by the reduced maintenance needs for self-cleaning table cloths in the hotel restaurant context, Sponsored Research Overhead (SRO), College of Human Ecology, Kansas State University. Funding: \$4,600 (Co-PI).
- **Jang, J.**, & Kwon, J. (2014). Development and pilot-test of a short education module that is designed to enhance emotional intelligence of hospitality management undergraduate students. University Small Research Grant (USRG) Program, Kansas State University. Funding: \$2,500 (Principle Investigator)

Grant Submitted and Not Funded

- **Jang, J.**, & Alcorn, M. (2017). Increasing emotional intelligence for restaurant employees. Society for Hospitality and Foodservice Management Foundation, \$15,000.
- Lee, S., Niehm, & **Jang, J.** (2017). Identifying cultural experiences with heritage festival for sustainable rural communities. North Central Regional Center for Rural Development, \$25,000 (Not Funded)
- **Jang, J.**, Hanson, J., & Roberts, K. (2015). Using Eye-Tracking to Understand Consumers' Healthy

Food Choices in Casual-Dining Restaurants: The Role of Nutritional Knowledge and Health Motivation. Sponsored Research Overhead (SRO), College of Human Ecology, Kansas State University. Funding: \$4,550 (Not Funded).

- **Jang, J., & Kim, H.** (2015). The Impact of Physical Environments on Casino Dealers' Job Satisfaction and Performance. Sponsored Research Overhead (SRO), College of Human Ecology, Kansas State University Funding: \$3,597 (Not Funded)
- Lee, J., **Jang, J.**, & Jang, S (2014). Purchasing eye-tracking for research. Academic Excellent Award, Office of the Provost and Senior Vice President, Kansas State University, Funding: \$34,000 (Not Funded)

SERVICE

- Search committee member of for Professor of Practice (Olathe Campus), 2017
- Search committee member of HM Assistant/Association Professor, 2016-2017
- Chair, Search committee for Professor of Practice (Olathe Campus), 2016
- HM Representative, College of Human Ecology, Faculty Council Committee 2015-present
- Member, 2025 Strategic Planning Review Committee 2015-2016
- HM Strategic Planning Committee, 2015
- Faculty advisor, Korean Graduate Association-Science Symposium of Korean Wildcar (SSKW), 2015
- Search committee member for HMD Assistant/ Associate Professor, 2014-2015
- Search committee member for HMD Interim Department Head, 2014

List of Graduate Student Advisees

Committee Chair

- Hyunghwa Oh (Co-chair, Ph.D. 2015- present)
- Juhyun Kang (Co-chair, Ph.D. 2015- present)
- Ryan Irvin (MS, 2015-present)

Committee member (degree have been completed)

- Wenhao Zhang (MS)
- Daniel Vegas (MS)

PROFESSIONAL RESPONSIBILITIES

- Editorial Board Member, Journal of Hospitality and Tourism Technology 2016-present
- Reviewer for Annual I-CHRIE conference (2018)
- Reviewer for the 3rd Annual Central Federation CHRIE Regional Conference (2018)
- Track chair, The Global Hospitality & Tourism Conference (2016)
- Paper review track chair (Management Session), 20th Asia Pacific Tourism Association (2014)

- Reviewer for conference paper. Annual Graduate Conference Education and Graduate Student Research Conference in Hospitality and Tourism.(2013- present)
- Reviewer for the Eastern Academy of Management Meeting (2014)
- Reviewer for The Korean American Hospitality & Tourism Educators & Industry Professionals Association (2014-present)
- Reviewer for Journal of Hospitality and Tourism Technology (2016-present)
- Reviewer for *International Journal of Hospitality Management* (2013-present)
- Reviewer for *International Journal of Contemporary Hospitality Management* (2015-present)
- Reviewer for *International Journal of Hospitality & Tourism Administration*. (2015- present)
- Review for *Information and Management* (2016-present)
- Member, I-CHRIE
- Member, The Korean American Hospitality & Tourism Educators & Industry Professionals Association