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## Contributors

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**Tom Baum**, PhD, is Professor and Head of Department of Human Resource Management at the University of Strathclyde, Glasgow, Scotland. His research interests focus on employment issues in the international hospitality and tourism industry, a sector that continues to fascinate and excite him despite over 30 years of engagement with it. He has authored twelve books and over 200 scientific papers and has supervised over 35 PhD students to completion.

**Marie-Hélène Budworth** is an Associate Professor of Human Resource Management within the School of Human Resource Management at York University, UK. She completed her PhD in Management at the Rotman School of Management, University of Toronto, Canada. Her research is focused on performance management, learning and motivation. Most recently she has been studying the effectiveness of various techniques for delivering feedback within performance management systems.

**Ronald J. Burke** (PhD University of Michigan) is Emeritus Professor of Organizational Studies, Schulich School of Business, York University in Toronto, Canada. His current research interests include women in management, violence and abuse in and around organizations, the sandwich generation, and creating psychologically healthy workplaces. He has also conducted research in the hospitality sector in Turkey and China.

**Catherine Cheung**, PhD, is Associate Professor and Associate Dean at the School of Hotel and Tourism Management of the Hong Kong Polytechnic University. Her research interests are in the area of hospitality human resources management, service quality and hotel branding. She has authored or co-authored over 70 research papers and supervised over 12 PhD students to completion. She has also served as a management consultant to hotels, airlines, hospitals and clubs in Asia.

**Julia Christensen Hughes** is Dean of the College of Business and Economics at the University of Guelph in Ontario, Canada where she is also a faculty member in the School of Hospitality, Food and Tourism Management. Her research interests include strategic HRM, employee empowerment, employee engagement and talent management. In 2012 Julia was recognized as Educator of the Year by the Ontario Hospitality Institute. In 2003

she received a Highly Commended Award by the International Journal of Contemporary Hospitality Management.

**Andrew Jenkins** is Subject Leader in Hospitality and Events Management at the University of Huddersfield, UK. He has written extensively on employment issues and his research has been published in *Employee Relations; Equality, Diversity and Inclusion; International Journal of Contemporary Hospitality Management; Journal of Human Resources in Hospitality and Tourism; and Tourism Management*. He is co-author of the textbook *Introducing Human Resource Management*, and is co-author of a chapter on International Assignments in *Human Resource Management in a Global Context: A Critical Approach*.

**Camille E. Kapoor, MS**, has extensive experience in the hospitality industry, including working as the Director of the Hospitality Industry Diversity Institute, as a consultant for PKF Consulting, and as a financial/marketing analyst for Boardwalk Pipeline Partners. She is the recipient of the 2013 Donald Greenaway Teaching Excellence Award. She has taught a variety of subjects including graduate research methods, human resources, marketing, business law, and hospitality finance. Camille is a PhD student at the Conrad N. Hilton College of Hotel and Restaurant Management at the University of Houston, USA.

**Derya Kara** is an Associate Professor in the Faculty of Economics and Administrative Sciences, Gazi University, Turkey. She received a PhD from the Department of Tourism Management Education, Gazi University, Turkey. She has extensive experience in the travel and tourism field, human resource management, and tourism management. Her current research interests are in the areas of human resource management with respect to gender in tourism and hospitality settings. She has published numerous articles in national and international journals. She has also received a number of awards for her research contributions.

**Lindsey Lee, MS**, is a PhD student at the Conrad N. Hilton College of Hotel and Restaurant Management at the University of Houston, USA. Her research focuses on emotional labour in service settings and on diversity management. She has worked at the Rosen Centre as a convention coordinator, assisting convention and catering service managers to deliver successful conventions and events. Lindsey Lee received her MS from the Rosen College of Hospitality Management at the University of Central Florida.

**Juan M. Madera, PhD**, is an Associate Professor at the Conrad N. Hilton College of Hotel and Restaurant Management at the University of Houston, USA. His research focuses on hospitality workforce diversity. His research

has appeared in several top-tier hospitality-specific and general management journals such as *Journal of Applied Psychology*; *Journal of Business and Psychology*; *Journal of Contemporary Hospitality Management*; *International Journal of Hospitality Management*; *Cornell Quarterly*; and *Journal of Hospitality and Tourism Research*. He received his PhD in Industrial/Organizational Psychology from Rice University, USA.

**Sara L. Mann** is an Associate Professor of Organizational Behavior and Strategic Human Resource Management in the Department of Management at the University of Guelph, Canada. Sara completed her Bachelor of Commerce and MBA at McMaster University, and a PhD in Management at the Rotman School of Management, University of Toronto. Prior to going back to school to complete her PhD, Sara worked as a supply chain analyst for Kraft Foods and Stelco. Sara's expertise includes employment issues, performance management, selection and compensation.

**Shelagh Mooney** lectures on Organizational Behavior and Human Resources Management at Auckland University of Technology in New Zealand. She has presented at academic conferences and published in peer-reviewed international journals on women's career progression and how age, gender and/or ethnicity influence individual career experiences in hospitality. Prior to entering the academic environment, Shelagh held senior executive roles across Europe with companies such as the Savoy Group, IHG and Hilton, in addition to working with independent organizations. In Australia she has represented academic perspectives on gender equality in hospitality industry forums. Due to her extensive operational experience and contextual qualitative research focus, Shelagh continues to explore how organizations in the service sector can enhance employee performance and well-being through enlightened human resource management practices.

**William C. Murray** is an Assistant Professor with the School of Hospitality, Food and Tourism Management at the University of Guelph in Ontario, Canada, where he teaches both operational skills and management theory. His research interests focus around the human experience, examining the management of talent, what motivates people to act, and how people create meanings within their socially constructed world. He is co-author of the textbook *Snapshots: An Introduction to Tourism*, 6th Canadian edition. He holds a PhD in Management from Saint Mary's University, an MBA from the University of Guelph, a BA from Carleton University and a diploma in Hotel and Restaurant Management from Algonquin College.

**Alfred Ogle**, PhD, is a researcher and academic specializing in the areas of Hospitality and Tourism Management, and Marketing. A former hotelier, he runs a research consultancy in Perth, Australia and holds sessional academic positions at various tertiary institutions. His research interests include: guestology; facilities management and sustainability; servicescape and atmospherics; strategic marketing management; service innovation/hospitality service encounters; and the theory–practice nexus. He works closely with industry partners and fellow academics on applied research projects.

**William J. Pallett** is President of his own consulting firm specializing in the hotel industry. Much of his consulting work addresses management development and talent management and their role in improving organizational performance. He previously held senior management positions with the Delta Hotels and Resorts and the Four Seasons Hotels and Resorts chains. His work with Delta contributed to their various awards for human resource management excellence. Delta has consistently been voted one of the 50 best companies to work for in Canada, their highly engaging culture being cited. He has taught human resource management at various Canadian institutions, and is a frequent conference speaker at both hotel industry and other industry gatherings.

**Ta-Wei Tang** is Associate Professor of the Department of Leisure and Recreation Management at Asia University in Taiwan. He is also a consultant in the Department of Medical Research at China Medical University Hospital, Taiwan. His major research interests are high performance human resource management practices, service innovation, and hospitality management. His research papers have been published in the *International Journal of Hospitality Management*; *International Journal of Contemporary Hospitality Management*; *Asia Pacific Journal of Tourism Research*; *Service Business*; and *Total Quality Management & Business Excellence*.

**Ya-Yun Tang** is Associate Professor of the Department of Recreation Management at the Shih Chien University, Taiwan. She received a PhD from the Department of Business Administration, National Central University, Taiwan. Her research is primarily on human resource management and employee innovative behaviour in the hospitality industry, specifically focusing on enhancing service employees' service performance in the organizational environment and group affect. Her articles have appeared in the *International Journal of Hospitality Management*; *International Journal of Contemporary Hospitality Management*; and *Service Business*.

**Muzaffer Uysal** is Professor and Chair of the Department of Hospitality and Tourism Management at the University of Massachusetts – Amherst. He has extensive experience in the hospitality and tourism field; and he has worked on several funded tourism management and marketing projects and conducted tourism workshops and seminars in more than 25 countries. He is a member of International Academy for the Study of Tourism, the Academy of Leisure Sciences, and co-founder of *Tourism Analysis: An Interdisciplinary Journal*. He has also authored and co-authored a significant number of articles, book chapters, five monographs, and eleven books related to tourism and hospitality settings. Dr Uysal has also received a number of awards for Research, Excellence in International Education, Teaching Excellence, Lifetime Achievement Awards, and best paper awards. His current research interests centre on demand/supply interaction, tourism development and QOL research in tourism and hospitality.

**Michael Chih-Hung Wang** is Assistant Professor of the Department of Business Administration at the Feng Chia University, Taiwan. He received his PhD degree from the Department of Business Administration, National Central University, Taiwan. His research primarily focuses on branding and service innovation in hospitality and sports. His articles have appeared in journals such as *International Journal of Market Research*; *Sport Management Review*; *Managing Service Quality*; and *Service Business*.

**Tsai-Chiao Wang** is a postdoctoral research fellow of the Institute of Physical Education, Health and Leisure Studies at National Cheng Kung University, Taiwan. She received her PhD degree from the Department of International Business Studies, National Chi Nan University, Taiwan. Her major research interests are in the hospitality fields of service innovation, service science and marketing. Her research papers have been published in academic journals such as *International Journal of Hospitality Management*; and *International Journal of Contemporary Hospitality Management*.