
Contributors

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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

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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.

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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.

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