Contributors

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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.

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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.

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