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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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.
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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.

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