

## ***DOGAN GURSOY, Ph.D.***

*Taco Bell Distinguished Professor*

*Editor-in-Chief, Journal of Hospitality Marketing & Management*

### ***CURRICULUM VITAE***

#### **Business Address:**

Washington State University  
College of Business  
School of Hospitality Business Management  
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#### **EDUCATION:**

Doctor of Philosophy December 2001	Virginia Polytechnic Institute and State University, Blacksburg, VA Major: Hospitality and Tourism Management
Master of Science December 1996	University of New Haven, West Haven, CT Major: Hospitality and Tourism Management
Bachelor of Science May 1992	Cukurova University, Mersin, Turkey Major: Tourism Administration and Hotel Management

#### **EMPLOYMENT HISTORY:**

##### **Current Employment/Appointments**

August 2009 – Present	Taco Bell Distinguished Professor School of Hospitality Business Management Carson College of Business Washington State University Pullman, WA USA
September 2015 – Present	Visiting Adjunct Professor School of Marketing, Curtin Business School Curtin University, Perth WA, Australia

*Updated on September 23, 2015*

September 2015 – Present  
Visiting Foreign Expert Faculty  
Department of Tourism Management  
School of Business Administration  
Southwestern University of Finance and Economics  
Chengdu, China

April 2014 – Present  
Visiting Senior Research Fellow  
School of Tourism and Hospitality  
Faculty of Management  
University of Johannesburg  
Johannesburg, South Africa

**Previous Employment/Appointments**

September 2012 – August 2013  
Visiting Professor  
Taylor’s School of Hospitality, Tourism & Culinary  
Arts  
Taylor’s University  
Kuala Lumpur, Malaysia

March 2006 – August 2009  
Associate Professor  
Washington State University

August 2001 – March 2006  
Assistant Professor  
Washington State University

August 1998 – May 2001  
Instructor,  
Virginia Polytechnic Institute and State University

February 1997-August 1997:  
Area Manager  
S&K Travel, Tour Operator and Yachting  
Agency, Bodrum, Turkey

February 1994-August 1994:  
Area Manager,  
Tourism Transport Tours Ltd., Istanbul, Turkey

November 1993-February 1994  
Operations Supervisor  
Tourism Transport Tours Ltd., Bodrum, Turkey

May 1992-November 1993  
Licensed Professional Tourist Guide

Tourism Transport Tours Ltd., Bodrum, Turkey

**COURSES THOUGHT**

Case Studies and Research – Capstone course

Developed the Hotel Business Management Training Simulation used in this capstone course (<http://www.hotelsimulation.com/>).

Hospitality Marketing Strategy

International Tourism

Destination Management and Marketing

Tourism, Society and Business

Services Management – MBA course

International Marketing - MBA course

Current Issues in Travel and Tourism – PhD seminar

Multivariate Analysis – PhD seminar

Structural Equation Modeling – PhD seminar

**ADMINISTRATIVE EXPERIENCES:**

2016 Director of Business in Thailand Summer Study Abroad Program  
Washington State University  
Carson College of Business

2015 Director of Business in Rome Summer Study Abroad Program  
Washington State University  
Carson College of Business

2010 – 2015 PhD Program Coordinator

2010 - 2013 Director of Hospitality Experience in Phuket, Thailand  
Summer Study Abroad Program  
Washington State University  
College of Business

2009 Director of Summer Study Abroad in Mexico Program –  
Culture and Business of Mexico

Washington State University  
College of Business

2004 – 2007

Co-Director of Summer Study Abroad in Thailand Program  
Washington State University  
College of Business

### **RESEARCH INTERESTS:**

Information search behavior, involvement and decision-making, host community reactions towards tourism development, tourism impacts, complaint behavior, cross-cultural studies, generational issues in the workplace and leadership, and factors influencing companies' financial performance.

### **BOOKS AND BOOK CHAPTERS**

Gursoy, D. (Forthcoming). *Routledge Handbook of Hospitality Marketing*. Routledge.

Sotiriadis, M. & Gursoy, D. (Forthcoming). *The Handbook of Managing and Marketing Tourism Experiences*. Bingley, UK: Emerald Group Publishing Limited.

Gursoy, D., Uysal, M., Turk, E. S., Ekinci, Y. & Baloglu, S. (2015). *Handbook of Scales in Tourism and Hospitality Research*. Oxfordshire, UK: CABI.

Gursoy, D. Saayman, M., & Sotiriadis, M (2015). *Collaboration in Tourism Businesses and Destinations: A Handbook*. Bingley, UK: Emerald Group Publishing Limited.

Gursoy, D., Saayman, M., & Sotiriadis, M. (2015). "Introduction". In: D. Gursoy, M. Saayman & M. Sotiriadis (Eds.), *Collaboration in Tourism Businesses and Destinations: A Handbook* (pp. xv - xxvi). Bingley, UK: Emerald Publishing.

Xu, X., & Gursoy, D. (2015). Motivators and Inhibitors of Implementing Sustainable Hospitality Supply Chain Management. In Dogan Gursoy, Melville Saayman and Marios Sotiriadis (Eds.), *Collaboration in Tourism Businesses and Destinations: A Handbook* (pp. 299 – 321). Bingley, UK: Emerald Group Publishing Limited.

Sotiriadis, M., Gursoy, D., & Saayman M. (2015). "Conclusions: issues and challenges for collaborative forms in tourism businesses and destinations". In: D. Gursoy, M. Saayman & M. Sotiriadis (Eds.), *Collaboration in Tourism Businesses and Destinations: A Handbook* (pp. 321-330). Bingley, UK: Emerald Publishing.

Gursoy, D. (2011). *Modeling Tourist Information Search Behavior: A Structural Modeling Approach*. Saarbrucken, Germany: Lambert Academic Publishing.

Gursoy, D. (2011). Chapter 5: Destination Information Search Strategies. In Youcheng (Raymond) Wang and Abraham Pizam (Eds.), *Destination Marketing and Management:*

*Theories and Applications* (pp. 67-81). Oxfordshire, UK: CABI.

Gau, j. M. and Gursoy, Do. (2011). Chapter 14: Relationship Analysis: t-Tests, Analysis of Variance and Cross Tabulations. In Ercan Sirakaya-Turk, Muzaffer Uysal, William Hammitt and Jerry J. Vaske (Eds). *Research Methods for Leisure, Recreation and Tourism* (pp.226-239). Oxfordshire, UK: CABI.

Gursoy, D. and Chi. C. G (2008). Travelers' information search behavior. In Haemoon Oh and Abraham Pizam (Eds.) *Handbook of Hospitality and Tourism* (266-295. Elsevier.

Gursoy, D. (2006). Chapter 9: Destination and Tourism Marketing. In Stowe Shoemaker, Robert Lewis, Peter Yesawich (Eds.) *Marketing Leadership in Hospitality and Tourism: Strategies and Tactics for a Competitive Advantage* (4<sup>th</sup> ed.). Prentice Hall: Upper Saddle River, New Jersey. (ISBN number 0-13-118240-4)

#### **PUBLICATIONS IN REFEREED JOURNALS:**

Gursoy, D., Yolal, M., Ribeiro, M. A., & Panisso Netto, A. (Forthcoming). Impact of trust on mega-event perceptions and support. *Journal of Travel Research*.

Zhang, H., Gursoy, D. and Xu, G. (Forthcoming). The Effects of Associative Slogans on Tourists' Attitudes and Travel Intention: The Moderating Effects of Need for Cognition and Familiarity. *Journal of Travel Research*.

Li, P. Meng, Z., Gursoy, D., Lu, L. (Forthcoming). Development and validation of a destination personality scale for mainland Chinese travelers. *Tourism Management*,

Lu, L., Gursoy, D., Chi, C. G., & Xiao, G. (Forthcoming). Developing a Consumer Complaining and Recovery Effort Scale. *Journal of Hospitality & Tourism Research*.

Nunkoo, R., & Gursoy, D. (Forthcoming). Political trust and residents' support for alternative and mass tourism: an improved structural model. *Tourism Geographies*,

Lu, L., & Gursoy, D. (Forthcoming). Would Consumers Pay More for Non-Genetically Modified Menu Items? An Examination of Factors Influencing Diners' Behavioral Intentions. *Journal of Hospitality Marketing & Management*,

Yolal, M., Gursoy, D., Uysal, M., Kim, H. L., & Karacaoğlu, S. (2016). Impacts of festivals and events on residents' well-being. *Annals of Tourism Research*, 61, 1-18.

Lu, A. C. C., Gursoy, D., & Lu, C. Y. (2016). Antecedents and outcomes of consumers' confusion. *Annals of Tourism Research*, 57, 76-93.

Lu. A. C. C., Gursoy, D., & Chiappa, G. D. (2016). The Influence of Materialism on Ecotourism Attitudes and Behaviors. *Journal of Travel Research*, 55 (2), 176-189.

- Lu, A. C. C. and Gursoy, D. (2016). Impact of Job Burnout on Satisfaction and Turnover Intention: Do Generational Differences Matter? *Journal of Hospitality and Tourism Research*, 40 (2), 210-235.
- Gursoy, D. & Sandstrom, J. K. (2016). An updated ranking of hospitality and tourism journals. *Journal of Hospitality and Tourism Research*, 40 (3), 3-18.
- Lu, L., Lu, A. C. C., Gursoy, D., & Neale, N. R. (2016). Work engagement, job satisfaction, and turnover intentions: A comparison between supervisors and line-level employees. *International Journal of Contemporary Hospitality Management*, 28 (4), 737-761.
- Sinclair-Maragh, G. & Gursoy, D. (2016). A Conceptual Model of Residents' Support for Tourism Development in Developing Countries. *Tourism Planning & Development*, 13 (1), 1-22.
- Meng, Z., Li, P., & Gursoy, D. (2016). Persuasiveness of signboard messages in scenic spots: the impact of linguistic style and color valence. *Tourism Tribune*, 31(3), 79-87.
- Atci, D., Unur, K., & Gursoy, D. (2016). The Impacts of Hosting Major Sporting Events: Resident's Perceptions of the Mediterranean Games 2013 in Mersin. *International Review of Management and Marketing*, 6(1), 139-145.
- Min, H., Swanger, N., & Gursoy, D. (2016). A longitudinal investigation of the importance of course subjects in hospitality curriculum: An industry perspective. *Journal of Hospitality & Tourism Education*, 28 (1), 10-20.
- Nunkoo, R., & Gursoy, D. (2016). Rethinking Role of Power and Trust in Tourism Planning. *Journal of Hospitality Marketing & Management*, 25 (4), 512-522
- Karacaoglu, S., Yolal, M., & Gursoy, D. (2015). Examining the Perceptions of Mobility-Impaired Travelers: an Analysis of Service Expectations, Evaluations, and Travel Barriers. *Tourism Review International*, 19 (1-2), 19-30.
- Zhang, C., Xiao, H., Gursoy, D., & Rao, Y. (2015). Tacit knowledge spillover and sustainability in destination development. *Journal of Sustainable Tourism*, 23 (7), 1029-1048.
- Sharma, B. & Gursoy, D. (2015). An Examination of Changes in Residents' Perceptions of Tourism Impacts over Time: The Impact of Residents' Socio-demographic Characteristics. *Asia Pacific Journal of Tourism Research*, 20 (12), 1332-1352.
- Yolal, M., Rus, R. V., Cosma, S., & Gursoy, D. (2015). A Pilot Study on Spectators' Motivations and their Socio-Economic Perceptions of a Film Festival. *Journal of Convention*

& *Event Tourism*, 16(3), 253-271

Lu, A. C. C., Gursoy, D., & Lu, C. (2015). Authenticity Perceptions, Brand Equity and Brand Choice Intention: The Case of Ethnic Restaurants. *International Journal of Hospitality Management*, 50(36-45).

Lu, A. C. C. & Gursoy, D. (2015). A Conceptual Model of Consumers Online Tourism Confusion. *International Journal of Contemporary Hospitality Management*, 27(6), 1320-1342.

Xu, X. & Gursoy, D. (2015). Influence of Sustainable Hospitality Supply Chain Management on Customers' Attitudes and Behaviors. *International Journal of Hospitality Management*, 49, 105-116.

Xu, X. and Gursoy, D. (2015). A Conceptual Framework of Sustainable Hospitality Supply Chain Management. *Journal of Hospitality Marketing & Management*, 24(3), 229-259.

Sinclair-Maragh, G., Gursoy, D. & Vieregge, M. (2015). Residents' perceptions toward tourism development: A Factor-Cluster Approach. *Journal of Destination Marketing & Management*, 4(1), 36-45.

Sinclair-Maragh, G. & Gursoy, D. (2015). Imperialism and Tourism: The case of Developing Island Countries. *Annals of Tourism Research*, 50, 143-158.

Zhang, C., Gursoy, D., Deng, Z. & Gao, J. (2015). Impact of culture on perceptions of landscape names. *Tourism Geographies*, 17 (1), 134-150.

Mazanec, J. A., Crotts, J. C., Gursoy, D., & Lu, L. (2015). Homogeneity versus Heterogeneity of Cultural Values: An Item-Response Theoretical Approach Applying Hofstede's Cultural Dimensions in a Single Nation. *Tourism Management*, 48, 299-304.

Kasim, A., Gursoy, D., Okumus, F., and Wong (2014). The Importance of Water Management in Hotels: A framework for sustainability through innovation. *Journal of Sustainable Tourism*, 22 (7), 1090-1107.

Huang, L., Gursoy, D. and Xu, G. (2014). Impact of personality traits and involvement on prior knowledge. *Annals of Tourism Research*, 48, 42-57.

Gursoy, D., Chen, J. and Chi, C.G. (2014). Theoretical examination of destination loyalty formation. *International Journal of Contemporary Hospitality Management*, 26 (5), 809-827.

Nunkoo, R., Ramkissoon, H., and Gursoy, D. (2013). Use of Structural Equation Modeling in Tourism Research: Past, Present, and Future. *Journal of Travel Research*, 52(6), 759-771.

- Gursoy, D., Parroco, A. M., and Scuderi, R. (2013). An examination of tourist arrival dynamics utilizing short-term time series data: a space-time cluster approach. *Tourism Economics*, 19 (4), 761-777.
- Sirakaya-Turk, E. and Gursoy, D. (2013). Predictive Validity of SUSTAS. *Tourism Analysis*, 18 (5), 601-605
- Chi, C. G., Maier, T. and Gursoy, D. (2013). Employees' perceptions of younger and older managers by generation and job category. *International Journal of Hospitality Management*, 34, 42-50
- Nunkoo, R., Gursoy, D. and Ramkissoon, H. (2013). Developments in Hospitality Marketing and Management: Social Network Analysis and Research Themes. *Journal of Hospitality Marketing & Management*, 22(4), 269-288.
- Gursoy, D., Chi, G. C. and Karadag, E. (2013). Generational Differences in Work Values and Attitudes among Frontline and Service Contact Employees. *International Journal of Hospitality Management*, 32, 40-48.
- Maier, T. & Gursoy, D. (2013). Timeshare Industry Leadership and Human Resource Implications of Employee and Guest Satisfaction. *Journal of Hospitality Tourism Case Studies*, 2(3), 53-60.
- Gursoy, D., Rahman, I. and Swanger, N. A. (2012). Industry's expectations from hospitality schools: What has changed? *Journal of Hospitality and Tourism Education*, 24 (4), 32-42.
- Park, J. D. and Gursoy, D. (2012). Generational Effects on Work Engagement among U.S Hotel Employees. *International Journal of Hospitality Management*, 31(4), 1195-1202.
- Nunkoo, R., Ramkissoon, H, and Gursoy, D. (2012). Public trust in tourism institutions. *Annals of Tourism Research*, 39(3), 1538-1564.
- Gursoy, D. and Chen, B. T. (2012). Factors influencing camping behavior. Case of Taiwan. *Journal of Hospitality Marketing and Management*, 21 (6), 659-678
- Nunkoo R. and Gursoy, D. (2012). Residents' Support for Tourism: An Identity Perspective. *Annals of Tourism Research*, 39 (1), 243-268.
- Gursoy, D. Boylu, Y. and Avci, U. (2011). Identifying the complex relationships among emotional labor and its correlates. *International Journal of Hospitality Management*, 30 (4), 783-794.
- Gursoy, D., Chi, G. C. and Rutherford, D. (2011). Alcohol - Service Liability: Consequences of Guest Intoxication. *International Journal of Hospitality Management*, 3(30), 714-724.



Gursoy, D., Chi, C. G., Ai, J. and Chen, B. T. (2011). Temporal Change in Resident Perceptions of a Mega-event: The Beijing 2008 Olympic Games. *Tourism Geographies*, 13(1), 136-161.

Gursoy, D., Chi, C. G. and Dyer, P. (2010). Locals' attitudes towards mass and alternative tourism: The case of Sunshine coast, Australia. *Journal of Travel Research*, 49 (3), 381-394.

Swanger, N. A. and Gursoy, D. (2010). An industry-driven model of hospitality curriculum for programs housed in accredited colleges of business: E-assessment tool (eat) – Part IV. *Journal of Hospitality and Tourism Education*, 22 (2), 5-13.

Gursoy, D., Bonn, M. A. and Chi, C. G. (2010). An Examination of General, Non-Destination Specific versus Destination Specific Motivational Factors. *Journal of Hospitality Marketing & Management*, 19(4), 340-357.

Nunkoo R, Gursoy D and Juwaheer, T.D (2010) Island residents' identities and their support for tourism: An integration of two theories. *Journal of Sustainable Tourism*, 18(5), 675 – 693.

Gursoy, D. (2010). Chaotic changes in distribution channels: Implications for hospitality companies. *European Journal of Tourism, Hospitality and Recreation*, 1(1), 126-137.

Gursoy, D., Chi, C. G., and Dyer, P. (2009). An examination of locals' attitudes. *Annals of Tourism*, 36 (4), 723-726.

Ramkissoon,H., Nunkoo, R. and Gursoy, D. (2009). How Consumption Values Affect Destination Image Formation. *Advances in Culture, Tourism, and Hospitality Research*, 3, 145-170.

Gursoy, D., Baloglu, S. & Chi, C. G. (2009). Destination Competitiveness of Middle Eastern Countries: An Examination of Relative Positioning. *Anatolia: An International Journal of Tourism and Hospitality Research*, 20 (1), 151-163

Chi, C. G. and Gursoy, D. (2009). How to help your graduates secure better jobs? An industry perspective. *International Journal of Contemporary Hospitality Management*, 21(3), 308-322.

Chhabra, D. and Gursoy, D. (2009). Life dynamism explorations on perceived quality of life and social exchange paradigms in casino settings. *Leisure Sciences*, 31(2), 136-157.

Chi, C. G. and Gursoy, D. (2009). Employee satisfaction, customer satisfaction, and financial performance: An empirical examination. *International Journal of Hospitality Management*, 28 (2), 245-253.

Chen, B. T. and Gursoy, D. (2008). Preparing Students for Careers in Recreation, Leisure and Tourism Field. *Journal of Teaching in Travel & Tourism*, 3(7), 21-41.

Neal, J. D. and Gursoy, D. (2008). Travelers' satisfaction with hospitality and tourism services. *Journal of Travel Research*, 47(1), 53-62.

Gursoy, D., Maier, T. A. and Chi, C. G. (2008). Generational differences: An examination of work values and generational gaps in the hospitality workforce. *International Journal of Hospitality Management*, 27(3), 448-458.

Sharma, B., Dyer, P., Carter, J. and Gursoy, D. (2008) Exploring residents' perceptions of the social impacts of tourism on the Sunshine Coast, Australia. *International Journal of Hospitality and Tourism Administration*, 9(3), 288-311.

Madanoglu, M., Erdem, M. and Gursoy, D. (2008). Risk-return and cost of equity of small and large causal-dining restaurants. *International Journal of Hospitality Management*, 27(1), 109-118.

Kendall, K. W. and Gursoy, D. (2007). A managerial approach to positioning and branding: Eponymous or efficient. *Tourism Analysis*, 12 (5/6), 473-483.

Gursoy, D., Ekiz, E. and Chi, C. G. (2007). A Study of Organizational Responses' Impact on Complainants' Justice Perceptions and Post-Purchase Behaviors. *Journal of Quality Assurance in Hospitality & Tourism Management*, 8(1), 1-25. (Lead Article)

Gursoy, D., McCleary, K. W. and Lepsito, L. R. (2007). Propensity to complain: affects of personality and behavioral factors. *Journal of Hospitality & Tourism Research*, 31(3), 358-386.

Swanger, N. and Gursoy, D. (2007). An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business – Part III. *Journal of Hospitality and Tourism Education*, 19 (2): 14-22.

Dyer, P., Gursoy, D., Sharma, B. and Carter, J. (2007) Structural modeling of resident perceptions of tourism and associated development on the Sunshine Coast, Australia. *Tourism Management*, 28(2), 409-422.

Gursoy, D. and Swanger, N. (2007). Performance-Enhancing Internal Strategic Factors: Impacts on Financial Success. *International Journal of Hospitality Management*, 26(1), 213-227.

O'Fallon, M. J., Gursoy, D. and Swanger, N. (2007). To buy or not to buy: Impact of labeling on purchasing intentions of genetically modified foods. *International Journal of Hospitality*

*Management*, 26(1), 117-130.

Chhabra, D. and Gursoy, D. (2007). Perceived impacts of gambling: Integration of two theories. *UNLV Gaming Research & Review Journal*, 11(1), 27-40.

Emeksiz, M., Gursoy, D. and Icoz, O. (2006). A yield management model for five star hotels. Computerized and non-computerized implementation. *International Journal of Hospitality Management*, 25(4), 536-551.

Gursoy, D. and Kendall, K. W. (2006). Hosting mega events: Modeling locals' support. *Annals of Tourism Research*, 33(3), 603-623.

Gursoy, D., Spangenberg, E. R. and Rutherford, D. G. (2006). The Hedonic and Utilitarian Dimensions of Attendees' Attitudes Toward Festivals. *Journal of Hospitality & Tourism Research*, 30(3), 279-294.

Genc, I., Miller, J. R. and Gursoy, D. (2006). The macroeconomic environment and airline profitability: A study of U.S. regional airlines. *Tourism Analysis*, 11(6), 381-395.

Hallab, Z. and Gursoy, D. (2006). U.S Travelers' Healthy-Living Attitudes' Impacts on their Travel Information Environment. *Journal of Hospitality and Leisure Marketing*, 14(2), 3-19. (Lead article)

Kim, H. J., Gursoy, D. and Lee, S. B. (2006). The impact of the 2002 World Cup on South Korea: Comparisons of pre- and post-Games. *Tourism Management*, 27 (1): 86-96.

Gursoy, D. and Swanger, N. (2005). An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business – Part II. *Journal of Hospitality and Tourism Education*, 17 (2): 49-56.

Gursoy, D. and Umbreit, W. T. (2005). Exploring students' evaluation of teaching effectiveness: What factors are important? *Journal of Hospitality and Tourism Research*, 29(1): 91-109.

Gursoy, D., Chen, M. H. and Kim, H. J. (2005). The U.S. airlines relative positioning based on attributes of service quality. *Tourism Management*, 26(1): 57-67.

Gursoy, D. and Rutherford, D. (2005). Las actitudes de las comunidades de destino hacia el turismo: Un modelo estructural mejorado. *Annals of Tourism Research en Espanol*, 6 (2), 227-254. (Reprint of Gursoy, D. and Rutherford, D. (2004). Host attitudes toward tourism: An improved structural model. *Annals of Tourism Research*, 31(3): 495-516. (article in Spanish)

Gursoy, D. and Swanger, N. (2004). An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business – Part I. *Journal of Hospitality and Tourism Education*, 16 (4): 13-20.

Gursoy, D. and Rutherford, D. (2004). Host attitudes toward tourism: An improved structural model. *Annals of Tourism Research*, 31(3): 495-516.

Gursoy, D. and McCleary, K. W. (2004). An integrative model of tourist's information search behavior. *Annals of Tourism Research*, 31(2): 353-373.

Gursoy, D. and McCleary, K. W. (2004). Un modelo integral del comportamiento de los turistas en busca de información. *Annals of Tourism Research en Español*, 6 (1), 114-137. (Reprint of the previous article in Spanish)

Jurowski, C. and Gursoy, D. (2004). Distance effects on residents' attitudes toward tourism. *Annals of Tourism Research*, 31(2): 296-312.

Gursoy, D. and McCleary, K. W. (2004). Travelers' prior knowledge and its impact on their information search behavior. *Journal of Hospitality and Tourism Research*, 28(1): 66-94.

Gursoy, D. and Umbreit, W. T. (2004). Tourist information search behavior: Cross-cultural comparison of European Union Member States. *International Journal of Hospitality Management*, 23(1): 55-70.

Gursoy, D., Kim, K. and Uysal, M. (2004). Perceived impacts of festivals and special events by organizers: An extension and validation. *Tourism Management*, 25(2): 171-181.

Gursoy, D., McCleary, K. W. and Lepsito, L. R. (2003). Segmenting dissatisfied restaurant customers based on their complaining response styles. *Journal of Food Service Business Research*, 6(1): 25-44.

Gursoy, D. and Gavcar, E. (2003). International leisure tourist's involvement profile. *Annals of Tourism Research*, 30(4): 906-926.

Gursoy, D. and Gavcar, E. (2003). Perfil de implicación del turista internacional. *Annals of Tourism Research en Español*, 5 (2), 291-311. (Reprint of the previous article in Spanish)

Gursoy, D. (2003). Prior product knowledge and its influence on the traveler's information search behavior. *Journal of Hospitality and Leisure Marketing*, 10(3/4), 113-131.

Gavcar, E and Gursoy, D. (2002) An Examination of Destination - originated (pull) Factors. *Tourism Analysis*, 7(1). 75-82.

Gursoy, D., Jurowski, C., and Uysal, M. (2002). Resident's Attitudes: A Structural Modeling

Approach. *Annals of Tourism Research*, 29 (1), 79-105.

Gursoy, D., Jurowski, C., and Uysal, M. (2002). Actitudes de los residentes. Un enfoque de modelización estructural. *Annals of Tourism Research en Español*, 4 (1), 63-92. (Reprint of the previous article in Spanish)

Yoon, Y., Gursoy, D., and Chen, J. S. (2001). Validating a Tourism Development Theory with Structural Equation Modeling. *Tourism Management*, 22(4), 363-372.

Chen, J. S., and Gursoy, D. (2001). An investigation of tourists' destination loyalty and preferences. *The International Journal of Contemporary Hospitality Management*, 13(2), 79-85.

Gursoy, D., and Chen, J. S. (2000). Competitive analysis of cross cultural information search behavior. *Tourism Management*, 21(6), 583-590.

Gursoy, D. (2000). The couple life cycle: An alternative approach and the empirical evaluation of the couple life cycle. *Journal of Hospitality and Leisure Marketing*, 6(4), 67-90.

Chen, J. S., and Gursoy, D. (2000). Cross-cultural comparison of the information sources used by first-time and repeat travelers and its marketing implications. *International Journal of Hospitality Management*, 19(2), 191-203.

Uysal, M., and Gursoy, D. (2000). Docentlik ve Profesörlük Unvani Almak İçin Gereken Surec: ABD Ornegi [A comparison of tenure-track and promotion process between The United States of America and Turkey]. *Anatolia: Turizm Arastirmalari Dergisi*, 11(March-June).

Yoon, Y., Chen, J. S., and Gursoy, D. (1999). An investigation of the relationship between tourism impacts and host communities' characteristics. *Anatolia; An International Journal of Tourism and Hospitality Research*, 10(1), 29-44.

#### **PRESENTATIONS AND PAPERS IN PROCEEDINGS:**

Ribeiro, M.A, Gursoy, D., Yolal, M. and Panosso-Netto, A. (2015). The impact of trust on residents' perception and support for mega-events: The case of 2014 FIFA World Cup in Brazil. 5th International Conference on Tourism, 24-27 June, London, UK.

Panosso-Netto, A., Ribeiro, M. A., & Gursoy, D. (2015). Tourism and Mega-Events in Brazil: Host Community Support, Identity, Emotion and Trust In Organizing Committees. Fórum ABRATUR-15, June 8-10. Humanidades da Universidade de São Paulo (EACH-USP). Sao Paulo, Brazil.

Gursoy, D. Sharma., B., Panosso-Netto, A., & Ribeiro, M. A. (2015). 2014 FIFA World Cup in Brazil: Local residents' perceptions of impacts, emotions, attachment, and their support for the event. 5<sup>th</sup> Advances in Hospitality Marketing and Management Conference, June 18-21. Beppu, Japan.

Sinclair-Maragh, G. & Gursoy, D. (2015). The dynamics of trust and tourism in developing countries: residents' perceptions and support. 5<sup>th</sup> Advances in Hospitality Marketing and Management Conference, June 18-21. Beppu, Japan

Lu, L., Gursoy, D. (2015). Developing a consumer complaining effort scale. 20<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8 – 10, 2015.

Lu, L., Gursoy, D. (2014). Would U.S. diners pay a premium for “Non-Genetically Modified” cuisines at restaurants? (*ICHRIE Summer Conference, San Diego, USA, July 30-Augst 1, 2014*).

Lu, A. and Gursoy, D. (2014). A Conceptual Model of Antecedents and Outcomes of Online Tourist Confusion. *19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January 3 - 5, 2014, Houston, TX, NV, USA

Lu, A., Gursoy, D., and Chiappa, G. D. (2014). A Proposed Framework of Consumers' Materialism Value, Ecotourism Attitude, Interest, Intention, and Willingness to Pay a Premium. *19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January 3 - 5, 2014, Houston, TX, NV, USA

Lu, L., Xu, X., Lu, C. C., & Gursoy, D. (2013). How does work engagement influence job satisfaction and turnover intention? A comparison between U.S. hotel managers and employees. *ICHRIE Summer Conference, St. Louis, Missouri, USA, July 24-27, 2013*

Kasim, A., Dzakiria, H., Gursoy, D., Okumus, F., & Wong, A. (2013). Towards a water management framework in hotels. *Euro-American Conference for Academic Disciplines*, Prague, Czech Republic, May 28-31.

Lu, C., Gursoy, D. and Chen, B. T. (2012). Comparative analysis of cross cultural information search behavior: The case study of Taiwan. 16th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 6 - 8 January, 2011, Auburn, AL., USA

Gursoy, D. and Chi, C. G. (2011). Industry's Expectations from Hospitality Schools: What Has Changed? *Annual Proceedings of 9th Asia-Pacific CHRIE (APacCHRIE) Conference*, 2-5 June, Hong Kong.

Chen, B. T., Chi, G. C. and Gursoy, D. (2011). Factors, affecting international travelers' loyalty to Taiwan. *Annual Proceedings of 9th Asia-Pacific CHRIE (APacCHRIE)*

*Conference, 2-5 June, Hong Kong.*

Park, J. and Gursoy, D. (2011). Generation Effect on the Relationship between Work Engagement, Satisfaction, and Turnover Intention among US Hotel Employees. *16th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January 6 - 8 January, 2011, Houston, TX, USA

Chi, C. G., Gursoy, D. and Chen, B. T. (2010). A systematic examination of destination loyalty formation. *2010 I-CHRIE Annual Conference & Exposition, July 28 – 31, 2010*, San Juan, Puerto Rico.

Gursoy, D., Chi, C. G. and Erdem, M. (2010). Impact of Generational Differences on Work Values and Perceptions of Service Employees. *17<sup>th</sup> International Conference on Recent Advances in Retailing and Services Science*, July 2 – 5, 2010, Istanbul, Turkey.

Nunkoo, R., Ramkissoon, H., Gursoy, D. and Chi, C. G. (2009). A Model for Understanding Residents' Support for Tourism in Small Islands. *2009 I-CHRIE Annual Conference & Exposition*, July 29 – Aug. 1, 2009, San Francisco, CA, USA.

Gursoy, D. & Chi, C. G. (2009). Local Residents Perceptions of Mass and Alternative Tourism Development. *2009 Sustainable and Alternative Tourism: An International Conference*, July 11- 13, 2009, Yangshuo (Guilin), China.

Chi, C. G., Gursoy, D. and Qu, H. (2009). Demographic variables and loyalty formation: A systematic examination. *2009 I-CHRIE Annual Conference & Exposition*, July 29 – Aug. 1, 2009, San Francisco, CA, USA.

Nunkoo, R. and Gursoy, D. (2009). Modeling Host Attitudes toward Tourism Development in a Small Island Developing State: Mauritius. *14th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January 4 - 6, 2007, Las Vegas, NV, USA

Gursoy, D., Baloglu, S. & Millar, M. (2008). *A competitiveness analysis of Middle Eastern countries*. The 2008 EuroCHRIE Conference. Dubai, UAE (Refereed Presentation)

Gursoy, D. and Chi, C. G. (2008). *Employee satisfaction, customer satisfaction, and financial performance*. 2008 I-CHRIE Annual Conference & Exposition, July 30 – Aug. 2, 2008, Atlanta, GA, USA.

Neal, J., Gursoy, D. and Chi, C. G. (2008). *Tourism satisfaction: A system's approach*. 2008 TTRA Annual Conference, June 15 – 17, 2008, Philadelphia, PA, USA.

Gursoy, D., Chi, C. G. and Chen, B. T. (2007). *Factors influencing Taiwanese students' camping behavior*. 4<sup>th</sup> China Tourism Forum, Dec. 15 – 16, 2007, Kunming, Yunnan, China..

Gursoy, D. and Maier, T. A. (2007). Increasing Knowledge of Generational differences in the Tourism Workforce. UNWTO Ulysses Conference 2007, *Knowledge-based Development through Tourism*, May 30-31, 2007, Madrid, Spain.

Powell, A., Gursoy, D., and Chi, C. G. (2007). Leading the Next Generation in the Lodging Industry: Generational differences and strategies to deal with the differences, *12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January 4 - 6, 2007, Houston, TX, USA.

Gursoy, D. and Umbreit, W. T. (2006). Career Services: In Search of Excellence, *The 2006 EuroCHRIE Conference*. Thessaloniki, Greece. (Refereed Presentation)

Gursoy, D. and Chhabra, D. (2006). Perceived impacts of gambling: Integration of two theories. *2006 International CHRIE Conference*, Crystal City, Virginia. (Refereed Presentation) **(Received the Best Paper Award)**

Gursoy, D., Ekiz, E. H. and Chi, C. G. (2006). Impacts of Organizational Responses on Complainants' Justice Perceptions and Post-Purchase Behaviors. *2006 International CHRIE Conference*, Crystal City, Virginia. (Refereed Presentation)

Gursoy, D., Umbreit, W. T. and Swanger, N. (2005) Chaotic Changes in Distribution

Channels: Implications for Hospitality Companies. *The 2005 EuroCHRIE Conference*. Paris, France. (Refereed Presentation)

Swanger, N., Gursoy, D. and DesRosier, T (2005). An industry-driven model of hospitality curriculum for programs housed in accredited colleges of business – program learning outcomes. *The 2005 EuroCHRIE Conference*. Paris, France. (Refereed Presentation)

Gursoy, D., McCleary, K. W. and Lepsito, L. R. (2005). Propensity to Complain: Affects of Personality and Behavioral Factors. In H. Qu (Ed.) *Proceedings of 2005 International CHRIE Conference*, (pp. 143-147). (Refereed Proceedings)

Gursoy, D. and Chhabra, D. (2005). Perceived Social Impact of Gaming on Local Communities: Perceptual differences between gamblers and non-gamblers. *2005 International CHRIE Conference*. (Refereed Poster Presentation)

Gursoy, D. and Swanger, N. (2005). Organizational success and failure: An analysis of critical success factors. *International Conference on Business, Economics, and Information Technology Manila, Philippines*. (Refereed Presentation)

Benson, L. S., Gursoy, D. and Haryadi, P. (2005). Hospitality management students' level of environmental concern: Are we behind the trend? *The Tenth Annual Graduate Education and*



*Graduate Students Research Conference in Hospitality and Tourism*. Myrtle Beach, SC.  
**(Received the Best Conference Paper Award in the Hospitality and Tourism Education area)**

O'Fallon, M. J., Gursoy, D. Swanger, N. (2005). To Buy or not to buy: Impact of labeling on purchasing intentions of genetically modified foods. *The Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Myrtle Beach, SC.

Gursoy, D. (2004). The Impact of Tourism on Host Community's Quality of Life. Advancing Quality of Life in a Turbulent World. International Society of Quality of Life Studies. Sixth International Society of Quality of Life Studies (ISQOLS) Conference. Philadelphia, PA, USA. *(Refereed Presentation)*

Gursoy, D. and Kendall, K. W. (2004). A competitive positioning of Mediterranean destinations. In S. Baloglu and A. B. Collins (Eds.) *Proceedings of the 2004 EuroCHRIE Conference: Global Issues and Trends in the Hospitality and Tourism Industries* (CD). Ankara, Turkey. *(Refereed Presentation)* **(Nominated for Best Conference Paper Award)**

Madanoglu, M., Erdem, M. and Gursoy, D. (2004). Risk-return and cost of equity of small and large causal-dining restaurants. In S. Baloglu and A. B. Collins (Eds.) *Proceedings of the 2004 EuroCHRIE Conference: Global Issues and Trends in the Hospitality and Tourism Industries* (CD). Ankara, Turkey. *(Refereed Presentation)* **(Received the Best Student Paper Award)**

Gursoy, D. and Swanger, N. (2004). Curriculum development: A comparison of industry perspectives. *2004 International CHRIE Conference*. Philadelphia, PA. *(Refereed Poster)*

Schneider, C. and Gursoy, D. (2004). The Europeans' use of the internet for travel-related information search: An exploratory study. In *Advances in Hospitality and Tourism Research: Vol. 9. Proceedings of the Ninth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 672-674). Houston, TX: University of Houston. *(Refereed Proceedings)*.

Gursoy, D. and Umbreit, W. T. (2003). The perception of learning and the factors that are likely to impact learning: Implications for internationalization of future hospitality industry. In J. S. Chen, P. Thuy and H. Wachowiak (eds) *2003 EuroCHRIE Congress Proceedings*, (pp. 47-50). Bad Honnef, Germany. *(Refereed Proceedings)* **(Received the Best Conference Paper Award)**

Madanoglu, M. and Gursoy, D. (2003). Globalization perspectives of tourism and hospitality education in Eastern Europe: As assessment of Bulgaria and Turkey. In J. S. Chen, P. Thuy and H. Wachowiak (eds) *2003 EuroCHRIE Congress Proceedings*, (pp. 64-66). Bad Honnef, Germany. *(Refereed Proceedings)*

Gursoy, D. and McCleary, K. W. (2003). Travelers' Prior Knowledge and its Impact on their Information Search Behavior. In H. Qu (ed) *Proceedings of 2003 International CHRIE Conference: An Oasis of Hospitality and Tourism*, (pp. 143-148). Palm Spring, CA. (Refereed Proceedings)

Gursoy, D. and Kendall, K. W. (2003). Perceived Social Impacts of Mega Events on Local Communities. 34<sup>th</sup> Annual Conference Proceedings: Travel and Tourism Research Association Conference.

Neal, J. D. and Gursoy, D. (2003). Horizontal Spillover Effects of Neighboring Domains on the Leisure Life Domain: An Empirical Study. International Society of Quality of Life Studies. Fifth International Society of Quality of Life Studies (ISQOLS) Conference. Frankfurt, Germany. (Refereed Proceedings)

Madanoglu, M. and Gursoy, D. (2003). Cross-cultural comparison of external information search for accommodation information: Travelers from European Union member states. In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 426-429). Las Vegas, Nevada. (Refereed Proceedings)

Umbreit, T. W. and Gursoy, D. (2003). Exploring the dimensionality of student teaching evaluations: What factors are important? In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 678-679). Las Vegas, Nevada. (Refereed Proceedings)

Meinzer, O., Kendall, K. W. and Gursoy, D. (2003). Resident and business perceptions of mega event impacts: A multivariate approach. In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 452-456). Las Vegas, Nevada. (Refereed Proceedings)

Kroh, S. A., Rutherford, D. G. and Gursoy, D. (2003). A study of ethnic capital among immigrant housekeeping employees and expectations for intergenerational mobility. In H. Qu and P. J. Moreo (eds.) *Advances in Hospitality and Tourism Research: Vol. 8. Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 324-327). Las Vegas, Nevada. (Refereed Proceedings)

Gursoy, D. and Umbreit, T. (2002). Cross-cultural comparison of travelers' information search behavior: European Union member states. Proceedings of the 2002 Euro-CHRIE Conference, Barcelona, Spain. (Refereed Proceedings) **(Nominated for the Best Conference Paper Award)**

Umbreit, T. and Gursoy, D. (2002). Cross cultural examination of student evaluations of faculty. Proceedings of the 2002 Euro-CHRIE Conference, Barcelona, Spain. Barcelona, Spain. (*Refereed Proceedings*)

Gursoy, D. and Kendall, K. W. (2002). The Couple Life Cycle (CLC) and Family Vacation Decision-Making Process. Hawaii International Conference on Business. Honolulu, Hawaii. (*Refereed Proceedings*)

Gursoy, D. and Kim, K. (2002). Modeling the Cost of Travelers' Information Search Behavior. International CHRIE 2002 Convention. Orlando, Florida. (*Refereed Presentation*)

Gursoy, D., and Jurowski, C. (2002). Resident Attitudes in Relation to Distance from Tourist Attractions. In 33<sup>rd</sup> Annual Conference Proceedings: Travel and Tourism Research Association – Capitalizing on Travel Research for Marketing Success, R. N. Moisey, N. P. Nickerson, K. L. Andereck, and N. G. McGehee, eds. Arlington, Virginia: Travel and Tourism Research Association. (*Refereed Proceedings*)

Kim, K. and Gursoy, D. (2002). Perceived Socio-Economic Impacts of Festivals Among Organizers. *Advances in Hospitality and Tourism Research: Vol. 7. Proceedings of the Seventh Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Houston, TX. (*Refereed Proceedings*)

Gursoy, D. (2001) Panel speaker on The Positive and Negative Impacts of Travel/Tourism on the Quality of Life in Third World and Developing Nations—Measurement Issues chaired by Janet Neal. Fourth International Society of Quality of Life Studies (ISQOLS) Conference. Washington, DC.

Gursoy, D. (2001). The effects of gaming on communities' quality of life. In H. E. Spotts, H. L. Meadow and S. Grzeskowiak (Eds.) *The Fourth International Society of Quality of Life Studies (ISQOLS) Conference*. Washington, DC. (*Refereed Presentation*)

Neal, J. D. and Gursoy, D. (2001). An examination of how age impacts the effects of tourism services on the travelers' quality of life. In H. E. Spotts, H. L. Meadow and S. Grzeskowiak (Eds.) *How to Measure Quality of Life in Diverse Populations: Proceedings of the Fourth International Society of Quality of Life Studies (ISQOLS)*, (pp. 57). Blacksburg, VA: International Society of Quality of Life Studies. Fourth International Society of Quality of Life Studies (ISQOLS) Conference. Washington, DC. (*Refereed Proceedings*)

Gursoy, D and Hahm, S. P. (2001). The Influence of Couple life Cycle (CLC) on Family Vacation Decision-Making Process. In D. F. Cannon (Ed.) *Advances in Hospitality and Tourism Research: Vol. 6. Proceedings of the Sixth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 179-183). Atlanta, GA: Georgia State University. (*Refereed Proceedings*)

Hahm, S. P. and Gursoy D. (2001). Co-Branding Strategy in Foodservice Industry. In D. F. Cannon (Ed.) *Advances in Hospitality and Tourism Research: Vol. 6. Proceedings of the Sixth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 179-183). Atlanta, GA: Georgia State University.

Gursoy, D. (2000). An examination of the influence of prior product knowledge and motivations on the traveler's utilization of external information sources. In C. C. B. Mok and A. L. DeFranco (Eds.) *Advances in Hospitality and Tourism Research: Vol. 5. Proceedings of the Fifth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, (pp. 1-10). Houston, TX: Hilton University of Houston. (*Refereed Proceedings*) (**Received the Haworth Hospitality Press Award for Best Conference Paper**)

Gursoy, D., McCleary, K. W., and Lepsito, L. R. (2000). Segmenting dissatisfied restaurant customers based on their complaining response styles. In M. Dallas (Ed.) *New Beginnings: International CHRIE 2000 Convention Proceedings*, (pp. 44-49). (*Refereed Proceedings*) (**Received the Best Paper Award**)

Gursoy, D., Chen, J. S., and Yoon, Y. (2000). Using structural equation modeling to assess the affects of tourism impacts factors and local residents support for tourism development. In N. P. Nickerson, R. N. Moisey, and K. L. Andereck (Eds.) *31<sup>st</sup> Annual Conference Proceedings: Travel and Tourism Research Association – Lights, Camera, Action: Spotlight on Tourism in the New Millennium* (pp. 243-250). Boise Idaho: Travel and Tourism Research Association. (*Refereed Proceedings*)

Chen, J. S., and Gursoy, D. (2000). Information usage between first-time and repeat international travelers. *New Beginnings: International CHRIE 2000 Convention Proceedings*, (p. 27). (*Refereed Proceedings*)

Gursoy, D. (2000). Modeling host community residents' attitudes toward tourism using LISREL. In *16<sup>th</sup> Annual Research Symposium of Virginia Tech: Bridging Research Boundaries* (p. 51). Blacksburg, VA: Virginia Tech.

Gursoy, D., and Uysal, M. (2000). A Structural modeling of resident's attitudes towards tourism. In *The 2000 Southeastern Recreation Research Conference*. Charleston, SC. (*Refereed Presentation*)

Chen, J. S. and Gursoy, D. (1999). Trip experience and information search behavior. In Cathy H. C. Hsu (Ed.) *Proceedings of Research and Academic Papers: The International Society of Travel and Tourism Educators Annual Conference – New Frontiers in Tourism Research* (pp. 209-211). Vancouver, Canada: The International Society of Travel and Tourism Educators. (*Refereed Proceedings*)

Tuna, O., and Gursoy, D. (1998). Bir turizm aktivitesi olarak sportif amacli dalislar: Izmir'de

dalıs yapan kisilerin demografik ve kisilik ozellikleri uzerine ampirik bir arastırma [Diving as a tourism activity: An examination of socio-demographics and psychological factors that influence divers in Izmir. In *1. Ulusal Deniz Turizm Sempozyumu* (pp. 140-149). Izmir: Dokuz Eylul Universitesi. (*Refereed Proceedings*)

#### **OTHER PUBLICATIONS:**

Gursoy, D. (2009). Editorial: Appointment of a New Editor and the Name Change. *Journal of Hospitality Marketing & Management*, 18(1), 1-3.

Gursoy, D. and Swanger, N. (2008). Understanding Key Generational Differences in the Workplace: Findings from the Phase II – Generational Differences or Not. Washington State University, Pullman, WA.

Gursoy, D. and Swanger, N. (2007). Understanding Key Generational Differences in the Workplace: Findings from the Phase I. Washington State University, Pullman, WA.

Gursoy, D., Kildew, L. and Kirk, T. (2006). Advances in Hospitality and Tourism Research: Vol. 11. Abstract of *Proceedings of the Eleventh Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Seattle, WA: Washington State University.

Gursoy, D., Swanger, N. and Kendall, K. W. (2005). Proposed School of Hospitality Business Management's learning goals and assessment of those goals. Washington State University, Pullman, WA.

Gursoy, D. and Swanger, N. (2004) Assessment of curriculum: Industry perspectives. Washington State University, Pullman, WA.

Gursoy, D. (2001). Development of travelers' information search behavior model. Unpublished doctoral dissertation. Blacksburg, VA: Virginia Polytechnic Institute and State University. (**Awarded the Keeling Dissertation Merit Award by TTRA in 2002**)

Gursoy, D. (1996). The impact of family life cycle on vacation decision making process. Unpublished Master of Science thesis. New Haven, CT: University of New Haven.

#### **INVITED PRESENTATIONS, SPEECHES AND LECTURES**

**2016**

**Key Note Speaker**

5th Eastern Mediterranean Tourism Conference in Cyprus on April 22, 2016.

Topic: Experiential Tourism

**Invited Speaker:**

Dongbei University of Finance and Economics, Dalian, China: May 30, 2016

*Topic:* Development of Knowledge in Hospitality and Tourism.

**Invited Lecturer**

South Western University of Finance and Economics, Chengdu, China: June 7 - 21, 2016.

*Topic:* Research Methods in Hospitality and Tourism

**2015**

**Panel Chair**

5th Advances in Hospitality and Tourism Marketing and Management Conference, Beppu, Japan: June 18-21, 2015.

*Topic:* Publishing your Research in Top Tier Journals

**Invited Speaker:**

Wuhan University, Wuhan, China: June 28, 2015

*Topic:* Hospitality and Tourism Research.

**Invited Speaker:**

Southwest University for Nationalities, Chengdu, China: December 25, 2015

*Topic:* Development of Knowledge in Hospitality and Tourism.

**Invited Lecturer**

South Western University of Finance and Economics, Chengdu, China: December 14 – 24, 2015.

*Topic:* Revenue Management Strategies for Hospitality Operations

**2014**

**Invited Panel Speaker**

4<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management Conference, Mauritius: 25 – 27 June, 2014.

*Topic:* Publishing your Research in Top Tier Journals

**Invited Speaker**

Seminario Internacional De Estudios Turisticos, Toluca, Mexico: 22-24, October 2014.

*Topic:* Trends and Critical Challenges in Graduate Education in the field of hospitality and tourism

**Invited Panel Speaker**

Seminario Internacional De Estudios Turisticos, Toluca, Mexico: 22-24, October 2014.

*Topic:* Scientific, humanistic and professional challenges in the study of hospitality and tourism

**Invited Speaker**

Celal Bayar University, December 16: Manisa, Turkey.

*Topic:* Publishing in Leading Journals

**Invited Panel Speaker**

XI Seminário Anual da Associação Nacional de Pesquisa e Pós-Graduação em Turismo (ANPTUR ) 2014 Conference, Fortaleza, Brazil: 24-26, September 2014.

*Topic:* Destination competitiveness.

**Invited Speaker**

University of Sao Paulo, Sao Paulo, Brazil: October 1, 2014.

*Topic:* Development of knowledge in the field of hospitality and tourism.

**Key Note Speaker**

International Antalya Hospitality Tourism and Travel Research Conference, Porto Bello Hotel, Antalya, Turkey: 9-12 December, 2014

*Topic:* Knowledge spillover and tourism development in rural areas

**2013**

**Key Note Speaker**

14<sup>th</sup> National Tourism Congress, December 6-9, 2013, Kayseri, Turkey.

*Topic:* Innovation in hospitality and tourism

**Invited Panel Speaker**

74<sup>th</sup> TOSOK International Tourism Conference, July 3-5, 2013, Seoul, Korea.

*Topic:* Research and Publications in Top Tier Journals

**Invited Panel Speaker**

3<sup>rd</sup> Advances in Hospitality and Tourism Marketing and Management Conference, June 25-30, 2013, Taipei, Taiwan.

*Topic:* Publishing your Research in Top Tier Journals

**Invited Speaker**

South China University of Technology, Guangzhou, China

*Lecture topic:* “Development of Knowledge in Tourism and Publishing in Leading International Journals.” June 4, 2013.

**Invited Lecturer**

Sun Yat-Sen University, Guangzhou, China

*Lecture topic:* “Structural Equation Modeling” June 3 - 7, 2013.

**Panel Moderator and Invited Speaker**

18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 3-5, 2013, Seattle, WA, USA

*Topic:* So you want to be a published author?

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington State University

Taught International Tourism

**2012**

**Invited Panel Speaker**

With Tom Norwalk, President and CEO, Seattle Conventions and Visitors Bureau, Suzanne Fletcher, Executive Director, Washington Tourism Alliance. Sound Thinking: The Puget Sound Economic Impact Series. October 10, 2012

*Topic:* Bigger Than You Think: The Economic Impact of Tourism on the Puget Sound Economy.

**Key Note Speaker**

2012 International Conference on Tourism, Hospitality, Leisure and Recreation Management, May 11-13, 2012, Taipei, Taiwan

*Topic:* The other side of the picture in sustainable tourism development: Service Quality, Tourist Satisfaction and Destination Loyalty

**Key Note Speaker**

2012 Sustainable Tourism Development Workshop organized by Ministry of Tourism, June 30 – July 1, Ankara, Turkey.

*Topic:* Factors affecting sustainable tourism development

**Invited Speaker**

Istanbul University, Istanbul, Turkey. July, 3, 2012.

*Topic:* Publishing in Top Tier Journals

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington State University

Taught International Tourism

**2011**

**Invited Speaker**

Consumer Behavior in Tourism Symposium 2011, December 1 - 3, 2011, Bruneck / Brunico, Italy.

**Invited Speaker**

Sun Yat-Sen University, Guangzhou, China

*Topic:* Research Methods



**Invited Speaker**

Taylor University, Kuala Lumpur, Malaysia

*Topic: Publish or Perish*

**Invited Speaker**

Jinan University, Guangzhou, China

*Topic: Managing Services*

**Invited Speaker**

University of Florida, Gainesville, FL, USA

Distinguished Speaker Series

*Topic: Generational Leadership; Managing Employees from different generations.*

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington State University

Taught International Tourism

**2010**

**Key Note Speaker**

IV International Tourism Congress of Leiria and Oeste: The Image and Sustainability of Tourist Destination, November 24-26, 2010, Peniche, Portugal

*Topic: A Multi-Faceted and Hybrid Examination of Quality, Tourist Satisfaction and Destination Loyalty*

**Key Note Speaker**

The International Conference on Sustainable Tourism: Issues, Debates & Challenges, April 22 – 25, 2010, Crete, Greece.

*Topic: How to Get Published*

**Invited Lecturer**

Sun Yat-Sen University, Guangzhou, China

*Lecture topic: "Development of Knowledge in Tourism and Publishing in Leading International Journals"*

Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, Washington State University

**2009**

**Invited Speaker**

National Kaohsiung Hospitality College, Taiwan.

*Lecture topic: "Understanding Travelers' Information Search Behavior"*

**Invited Speaker**

National Chin-Yi University of Technology, Taiwan.

*Lecture topic:* “Working with Co-Authors to Publish in Leading International Journals”

**Invited Speaker**

National Changhua University of Education, Taiwan.

*Lecture topic:* “Publishing in Leading International Journals”

**Invited Speaker**

National Taichung University, Taiwan.

*Lecture topic:* “Publishing in Leading International Journals”

**Invited Speaker**

Tunghai University, Taiwan.

*Lecture topic:* “Publishing in Leading International Journals”

**Invited Speaker**

National Hsinchu University of Education, Taiwan.

*Lecture topic:* “Understanding Local Residents’ Perceptions of Tourism Impacts and Their Attitudes toward Tourism”

**2007**

**Invited Speaker**

Harrah College of Hotel Administration, University of Nevada Las Vegas

*Lecture topic:* “Working with Co-authors”

**Invited Speaker**

Southwestern University of Finance and Economics, Chengdu, China

*Lecture topic:* “Development of Hospitality and Tourism Research”

**Invited Speaker**

Jinan University, Guangzhou, China

*Lecture topic:* “Hospitality and Tourism Research and Its Applications”

**Invited Speaker**

Sun Yat-Sen University, Guangzhou, China

*Lecture topic:* “Hospitality and Tourism Research from 1960s to Today”

**2006**

National Economics University,  
Hanoi and Ho Chi Minh City, Vietnam  
Executive MBA program

Taught International Marketing

**2004 – 2007**

Summer Study Abroad Program in Thailand  
Chiang Mai, Thailand University, Chiang Mai, Thailand  
Taught International Tourism

**2006**

University Center “Cesar Ritz,” Brig, Switzerland  
Taught Destination Management

**MEDIA APPEARANCES**

By Robert Strenge ‘Millennials’ at odds with 'Boomers': Clash of generations drives high turnover in hospitality. WSUNews. Publication date: Apr. 17, 2013

Generational tensions contribute to hospitality sector's turnover rates. Puget Sound Business Journal. Publication date: April 17, 2013.

By Mike Williams (2013). Our region’s hospitality industry shares nationwide optimism. Coast River Business Journal. Publication date: Friday, April 5, 2013 3:07 pm

By Lance Dickie (2012). Discuss: Should state government get back into tourism promotion? Seattle Times, Seattle, WA. Publication date: October 11, 2012.

By Sue McMurray (2012). Hospitality professor shares expertise to benefit Puget Sound. WSU hospitality program improves research ranking. WSUNews. Publication date: October 2, 2012.

What is your generation? PGP Meditation. Publication date: December 9, 2011.

By Christine Rushton (2011). School of Hospitality ranks globally. The Daily Evergreen. Publication date: September 8, 2011.

By Sarah Druffel (2011). Ninth in the World: WSU hospitality program improves research ranking. WSUNews. Publication date: August 31, 2011.

By Bill Virgin (2010) Cover Feature: Tourism 2.0. Washington turns to social networks and other innovations to drive a \$14 billion industry. Seattle Business (pages 23-29), Seattle, WA. Publication date: August 2010.

By Bert Caldwell (2007). Bert Caldwell column: JetBlue asks dreaded question: What just happened? Spokesman-Review, Business Section (A10 and A11), Spokane, WA. Publication Date: March, 1, 2007.

By Gabriela Montell (2001). More Jobs Than Ph.D.'s in Hospitality Schools. The Chronicle of Higher Education. Publication Date: October 25, 2001.

**PROFESSIONAL SERVICE:**

**Editorships and Editorial Boards:**

Editor-in-Chief, *Journal of Hospitality Marketing and Management*, 2008 - present

Resource Editor, *Annals of Tourism Research*, 2004 - present

Associate Editor, *International Journal of Social Inquiry*, 2008 – present.

*International Journal of Hospitality Management*, Editorial Review Board member, 2008 – present.

*Journal of Hospitality and Tourism Research*, Editorial Review Board member, 2010 – present

*Journal of Travel and Tourism Marketing*, Editorial Review Board member, 2006 – present

*Tourism Analysis*, Editorial Review Board member, 2006 - present

*Journal of Quality Assurance in Hospitality and Tourism*, Editorial Review Board member, 2006 - present

*Tourism and Hospitality Management*, Editorial Review Board member, 2006 - present

*ANATOLIA: An International Journal of Tourism and Hospitality Research*, Editorial Review Board member, 2007 - present

*Asian Journal of Tourism and Hospitality Research*, Editorial Review Board member, 2007 - present

*SOID: Seyahat ve Otel Isletmeciligi Dergisi (Journal of Travel and Hotel Administration)*, Editorial Review Board member, 2003 – present

*International Journal of Management Perspectives*, Editorial Review Board member, 2007 – present.

*HOSTEUR*, Editorial Review Board member, 2009 – Present.

*European Journal of Tourism, Hospitality and Recreation*, Editorial Review Board member, 2010 – present.

*UTMS Journal of Economics*, Editorial Review Board member, 2010 – present.

Enlightening Tourism: A Pathmaking Journal, Advisory Board member 2010 - Present

*Journal of Travel Research*, Editorial Review Board member, 2005 - 2011

*International Journal of Contemporary Hospitality Management*, Editorial Review Board member, 2007 - 2012

*ANATOLIA: An International Journal of Tourism and Hospitality Research*, Research Notes and Reports Editor, 2003 – 2007

*International Journal of Social Inquiry*, Editorial Review Board member, 2006 - 2008

*Advances in Hospitality and Leisure*, Editorial Review Board member, 2004 - 2009

*ANATOLIA: Turizm Arastirmalari Dergisi (Journal of Tourism Research)*, Editorial Review Board member, 2003 – 2009

**Reviewer for:**

*Annals of Tourism Research*

*Journal of Travel Research*

*International Journal of Hospitality Management*

*Journal of Hospitality and Tourism Research*

*Tourism Management*

*Journal of Vacation Marketing*

*ANATOLIA: An International Journal of Tourism and Hospitality Research*

*Tourism Analysis*

*Journal of Travel and Tourism Marketing*

*International Journal of Tourism Research*

*Advances in Hospitality and Leisure*

*SOID: Seyahat ve Otel Isletmeciligi Dergisi (Journal of Travel and Hotel Administration).*

**Conference Service:**

5<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference.  
Conference Co-Chair, Beppu, Japan: 18-21 June, 2015.

International Antalya Hospitality Tourism and Travel Research Conference. Conference  
Co-Chair, Porto Bello Hotel, Antalya, Turkey: 9-12 December, 2014

4<sup>th</sup> Advances in Hospitality and Tourism Marketing and Management conference.  
Conference Co-Chair, Mauritius: 25 – 27 June, 2014

3<sup>rd</sup> Advances in Hospitality and Tourism Marketing and Management conference.  
Conference Co-Chair, Taipei, Taiwan: 25 – 30 June, 2013

2<sup>nd</sup> Advances in Hospitality and Tourism Marketing and Management conference.  
Conference Co-Chair, Corfu, Greece: 31 May - 3 June, 2012

1<sup>st</sup> Advances in Hospitality and Tourism Marketing and Management conference.  
Conference Chair, Istanbul , Turkey: 19 - 24 June, 2011.

5th International Tourism Congress (ITC'11). Scientific Committee Member. Peniche,  
Portugal: November 23 – 25, 2011.

International Research Symposium in Service Management: “Service Imperatives in the  
new Economy. Scientific Committee Member, Mauritius: 24 -27 August, 2010.

International Conference on Sustainable Tourism: Issues, Debates & Challenges.  
Scientific Committee Member. Crete & Santorini: 22 – 25 April, 2010.

Annual Graduate Education and Graduate Students Research Conference in Hospitality  
and Tourism – Consumer Behavior track chair, 2009 – Present.

I-CHRIE Annual Conference & Exposition – Services Management and Marketing track  
chair, 2009 – Present.

Cities as Creative Spaces for Cultural Tourism Conference. Scientific Committee  
Member. Boğaziçi University, Istanbul: 19 – 21 November 2009

International Congress of Sport for All and Sport Tourism. Scientific Committee  
Member. 5 – 8 November 2009

One-to-one meeting with a leading scholar panel member, 14<sup>th</sup> Annual Graduate  
Education and Graduate Student Research Conference in Hospitality and Tourism, Las  
Vegas, NV. 2009.

Editor panel member on “how to publish in international journals.” International Tourism Conference 2008 - Cultural and Event Tourism: Issues & Debates, Alanya and Cappadocia, Turkey, Scientific Committee Member, 5-9 November 2008

International Tourism Conference 2008 - Cultural and Event Tourism: Issues & Debates, Alanya and Cappadocia, Turkey, Scientific Committee Member, 5-9 November 2008

One-to-one meeting with a leading scholar panel member, 13<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL. 2008

13<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL, Manuscript Reviewer, 2008

12<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Manuscript Reviewer, 2007

11<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA, Paper Review Committee Chair, 2006

10<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC. Session Moderator, 2005

3<sup>rd</sup> Annual Graduate Research Conference in Tourism, Canakkale, Turkey, Scientific Committee Member, 2005

International Tourism Conference: Perspectives in Tourism Marketing, Mugla, Turkey, Scientific Committee Member, 2005

International Congress on Coastal & Marine Tourism 2005, Cesme, Turkey, Manuscript Reviewer

The 2004 EuroCHRIE Conference, Ankara, Turkey, Moderator, 2004

The 2004 EuroCHRIE Conference, Ankara, Turkey, Manuscript Reviewer, 2004

International CHRIE 2004 Convention, Philadelphia, PA, Moderator, 2004

The Fifth International Society of Quality of Life Studies (ISQOLS) Conference, Frankfurt, Germany, Co-Chair of the “*How Tourism Contributes to Overall Life Satisfaction*” session, 2002

International CHRIE 2002 Convention, Orlando, FL, Moderator, 2002

The 10<sup>th</sup> World Business Congress of International Management Development Association (IMDA), Zagreb, Croatia, July 4-8, 2001, Manuscript Reviewer, 2001

**Other Professional Services:**

Great Western Chapter of Tourism and Travel Research Association (GWTTRA), President, 2014 – 2015

Member, Business & Economics Panel, 2014 Research Assessment Exercise, appointed by the Government of Hong Kong, 2013 - Present

Committee on Publication Ethics (COPE), Member, 2008 – present

Great Western Chapter of Tourism and Travel Research Association (GWTTRA), Vice President, 2012 – 2013

Founder of the Advances in Hospitality and Tourism Marketing and Management Conference, 2010.

International CHRIE - Publication Council member, 2008 – 2010.

International CHRIE – Research Committee member, 2009 – 2010.

Great Western Chapter of Tourism and Travel Research Association (GWTTRA) Board Member, 2007 – 2011.

**UNIVERSITY SERVICE:**

**Service to the Department:**

Ph.D. Coordinator, 2009 – 2015

Ph.D. program development committee, 2004 – 2009

Curriculum Review Committee member, 2003 – 2009

Committee to Establish Hospitality Journal Tiers, Member, 2002

Faculty Advisor to Sigma Iota, SHBM student organization, 2002

**Service to the College:**

Carson College of Business, Tenure and Promotion Committee member, 2012 - Present

College of Business, Journal Ranking Task Force member, 2012 - Present



Guest Lecturer, College of Business, BA 598 - Research and Professional Development, 2010 - Present

*Topics: Working with Co-Authors and Time Management  
Publishing in Tier I Journals*

Director of Hospitality Experience in Phuket, Thailand Summer Study Abroad Program, 2010 - 2011.

College of Business, Graduate Policy and Planning Committee member, 2009 – present

College of Business, Ph.D. Task Force member, 2005 – present

IBUS (International Business) Club, Faculty Advisor 2009 to 2010.

Program Director, Study Abroad in Thailand Program, 2005, 2006, 2007

Panel Speaker, Faculty Forum: Impact and Recovery in South Asia. Tsunami Relief Week, January 31, 2005 – February 5, 2005

Technology Steering Committee, member, 2004-2005

Parent/Faculty Alive! College of Business Representative, 2004

Faculty-Led Summer Study Abroad In Thailand, Faculty member, 2004

Office of Technology focus group participant, May 2003.

International Business Institute Travel Grants Committee member, 2003-2004

Boeing Travel Grants Committee, 2001-2002

**Service to the University:**

Catalog Subcommittee of AAC and GSC member- Faculty Senate, Washinton State University, 2010 to 2103

Mentoring Committee Member for Meriem Chida, Apparel Merchandising Design and Textile, Washinton State University, 2007 to 2012.

Faculty Senate Task Force on Globalization, member 2007 – 2009.

Turkish Student Association, Faculty Advisor, 2005 to present.

**Service to the State:**

Washington State Prosperity Partnership Tourism and Visitors Working Group member,

2008 to 2010.

**GRADUATE STUDENT ADVISING**

- 2011 – Present      Ph.D. Committee Chair: Lu Lu, College of Business, School of Hospitality Business Management, Washington State University.
- 2011 – Present      Ph.D. Committee Member, Yite (Edward) Yu, College of Business, School of Community Resources & Development, Arizona State University.  
*Title:* Macro Factors Influencing Taiwanese Inbound Tourist to the U.S.
- 2012 – Present      Ph.D. Committee Member: Xun Xu, College of Business, Operations Management, Washington State University.
- 2010 – Present      Ph.D. Committee Chair: Allan Lu, College of Business, School of Hospitality Business Management, Washington State University.
- 2008- Present      Ph.D. Committee Member: Dwight Smith, College of Education, Washington State University.
- 2011 – 2014      Ph.D. Committee Chair, Gaunette Sinclair-Maragh, College of Business, School of Hospitality Business Management, Washington State University.  
*Title:* Residents’ support for tourism development: A case of developing countries.
- 2012 – 2012      Ph.D. External Reviewer: Nawal Hanim Abdullah, The University of Queensland, Australia.  
*Title:* The Identified Stakeholder Benefits and Costs of a Mega-Event: The Monsoon Cup International Yachting Regatta, Malaysia
- 2012 – 2012      Ph.D. External Reviewer: Maria Banyai, University of Waterloo, Canada.  
*Title:* Visitor Satisfaction at Two Parks Canada Sites in Nova Scotia, Canada
- 2007 – 2009      Ph.D. Committee Member: Thomas A. Maier, School of Professional Studies, Gonzaga University.  
*Topic:* Leadership and multigenerational perspectives in the

hospitality sector

- 2010 – 2011 MPhil. Committee Chair: Robin Nunko, Faculty of Law and Management, University of Mauritius.  
*Title: Island Residents' Identities and their Support for Tourism: An Integration of two Theories.*
- 2012 – 2013 MS Thesis Advisor: Fan Liu, Cesar Ritz Colleges  
*Title: Hotel management contracts: Challenges and opportunities in Guangzhou, China*
- 2012- 2013 MS Thesis Advisor: Liouba Raytcheva, Cesar Ritz Colleges  
*Title: Analysis of using Web 3.0 in marketing for golf niche markets: A discussion on Abu Dhabi*
- 2012 – 2013 MS Thesis Advisor: Zijian Li, Cesar Ritz Colleges  
*Title: The impact of social-cultural factors on the Chinese middle class tourist's destination making process*
- 2011 – 2012 MS Thesis Advisor: Yao Meng, Cesar Ritz Colleges  
*Title: Chinese Generation Y Members' Attitudes towards Hotels' Green Practices*
- 2011 – 2012 MS Thesis Advisor: Fang Yuan, , Cesar Ritz Colleges  
*Topic: Managing multi-cultural workforce in four and five star hotels in Bern: Issues, challenges and opportunities*
- 2010 – 2011 MA Committee Member, Sarah Ann Gross, Interior Design, Interdisciplinary Design Institute, Washington State University.  
*Title: Bridging the Gap: Belonging in the Public Spaces of the Urban Lifestyle Hotel*
- 2008 – 2009 MS Thesis Advisor: Ozdemir Celik, University Center “Cesar Ritz”  
*Title: Impacts of hospitality development on local communities: A case study of the town of Kemer, in Antalya, Turkey.*
- 2008 - 2009 MS Committee Member: Linglin He, Apparel Merchandising Design and Textile, Washinton State University  
*Title: Retail Words v.s. Retail Actions - An Exploratory Study of the Reduction of the Use of Plastic Shopping Bags in Spokane, Washington.*

## **UNDERGRADUATE STUDENT ADVISING**

- 2013 - Present      Advisor, Honors College Thesis: Jillian L. Jewett, School of Hospitality Business Management, The Economic Impact of Washington State Football Home Games on Local Communities.
- 2010                    Advisor, Honors College Thesis: Caitlin Elyse Mackay, School of Hospitality Business Management, Spring 2009.  
*Title:* The tourism destruction of New Orleans post Hurricane Katrina.
- 2011 – 2012        Faculty Mentor, McNair Achievement program: Gerardo Joel Anaya, School of Hospitality Business Management, Spring 2011 and Summer 2011.  
*Title:* The Customer Is Always Wrong: Categories of Customer Service Sabotage.

**HONORS AND AWARDS:**

- 2014**                Dean's Faculty Excellence Fellow, Carson College of Business, WSU
- 2012**                Outstanding Reviewer Award for work on International Journal of Contemporary Hospitality Management. Emerald LiteratiNetwork.
- 2011**                Dean's Faculty Excellence Fellow, College of Business, WSU
- 2009**                Awarded Taco Bell Distinguished Professorship in Hospitality Business Management
- 2009**                Dean's Faculty Excellence Fellow, College of Business, WSU
- 2008**                Best paper award from the Journal of Hospitality and Tourism Education for the article titled "An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business – Part III" published in the *Journal of Hospitality and Tourism Education*, 19 (2): 14-22.
- 2008**                Dean's Faculty Excellence Fellow, College of Business, WSU
- 2006**                Best conference paper award, 2006 International CHRIE Convention, Crystal City, VA
- 2006**                Dean's Faculty Excellence Fellow, College of Business, WSU
- 2006**                Granted early tenure and promoted to associate professor

- 2005** W. Bradford Wiley Memorial Best Research Paper of the Year Award nomination for the article titled “Host attitudes toward tourism: An improved structural model” published in *Annals of Tourism Research* in 2004, International CHRIE Convention
- 2005** Best conference paper award in the Hospitality and Tourism Education area, *The Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*. Myrtle Beach, SC
- 2005** Outstanding Faculty Research Award, College of Business, WSU
- 2004 - 2005** The article titled “Host attitudes toward tourism: An improved structural model” published in *Annals of Tourism Research* in 2004 was ranked fourth within the subject area of Business, Management, and Accounting, and seventh within the subject area of Social Sciences in the “Top 25 Hottest Articles on ScienceDirect.com,” Elsevier
- 2004 - Present** “Who’s Who in America,” 58<sup>th</sup>-64<sup>th</sup> eds., Marquis Who’s Who in America
- 2004** Best Student Paper Award, EuroCHRIE conference, Ankara, Turkey
- 2004** Best Conference Paper Nomination. EuroCHRIE conference, Ankara, Turkey
- 2003** Best Conference Paper Award, EuroCHRIE conference, Bad Honnef, Germany
- 2003** Dean's Faculty Excellence Fellow, College of Business, WSU
- 2003** Appointed as IBUS Fellow, International Business Institute, College of Business, WSU
- 2002** Best Conference Paper Nomination, EuroCHRIE conference, Barcelona, Spain
- 2002** The Keeling Dissertation Merit Award for the dissertation titled: “Development of A Traveler’s Information Search Behavior Model.” 33<sup>rd</sup> Annual Travel and Tourism Association (TTRA) Conference, Arlington, VA
- 2000** The Haworth Hospitality Press Award for the best conference paper, Fifth Annual Graduate Education and Graduate Student Research Conference, Houston, TX

- 2000** Best Conference Paper Award, New Beginnings: International CHRIE Convention.
- 1995** Appointed as a Graduate Fellow for the academic year 1995-1996 by the University of New Haven graduate School.
- 1994** Awarded a scholarship from the Turkish Government for graduate study in the United States

**GRANTS:**

- 2015 – 2020** Visiting Foreign Expert Faculty, awarded RMB 1,000,000 from the Ministry of Education, China (No. MS2015XNCJ040).
- 2015** Principal Co-investigator, awarded RMB 800,000 (approximately US\$ 130,000) from the National Science Foundation of China (Approval Number: 41471122).  
*Topic:* Power, Identity and Responsibility in Heritage Tourism
- 2014** Principal Co-investigator, awarded BRL 302,500 (approximately US\$ 140,000) from the Conselho Nacional de Desenvolvimento Científico e Tecnológico (National Counsel of Technological and Scientific Development of Brazil). (Ref: Protocol Number: 9820404245532613; CPF/CGC 39520293191).  
*Topic:* Local residents' perceptions of World Cup impacts and their support for future Mega-Events in Brazil.
- 2014** Principal Co-investigator, awarded RM 105,400 (approximately US\$ 33,000) from the Fundamental Research Grant Scheme sponsored by the Ministry of Higher Learning of Malaysia (Ref:FRGS/2/2013/SS05/UUM/02/8).  
*Topic:* Modeling the antecedents of Eco tourists' loyalty to Malaysian ecotourism destinations and the interplay among them.
- 2014** Principle Investigator, Summer Research Grant (US\$ 7,500), College of Business, Washington State University.  
*Topic:* The Effects of Associative Slogans on Tourists' Attitudes and Travel Intention: The Moderating Effects of Need for Cognition and Familiarity
- 2013** Principle Investigator, Summer Research Grant (US\$ 7,500), College of Business, Washington State University.

*Topic:* Impact of culture on perceptions of landscape names.

- 2012** Principle Investigator, Summer Research Grant (US\$ 7,500), College of Business, Washington State University.  
*Topic:* Development of customer complaining effort scale.
- 2007** Principle Investigator, awarded \$8,000 from the Red Lion Hotels Corporation, Spokane, WA, for the second phase of a human resources and leadership study titled "Understanding Key Generational Differences in the Workplace," with Nancy Swanger
- 2006** Principle Investigator, awarded \$5,000 (\$3,500 plus \$1,500 in-kind expenses) from the Red Lion Hotels Corporation, Spokane, WA, for the first phase a human resources and leadership study titled "Understanding Key Generational Differences in the Workplace" with Nancy Swanger
- 2005** Principle Investigator, awarded \$22,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study on "Maximizing Study Abroad Assessment Program" with C. Chenoweth, M. Madden, M. Wack, C. Clayborne, and R. Huffaker
- 2005** Principle Investigator, awarded \$10,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study on "Undergraduate Teaching and Learning Assessment: School of Hospitality Business Management Required Course Learning Outcomes and Assessments," with Nancy Swanger
- 2004** Principle Co-Investigator, awarded AUS \$5,000 to examine Sunshine Coast residents' attitudes towards tourism and tourism development in Australia by the Sunshine Cost University, Maroochydc DC, Qld 4551, with Pamela Kay Dyer, Jennifer Carter, and Sharma Bishnu
- 2004** Principle Investigator, received \$15,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study on "Assessing and Maintaining the Quality of Undergraduate Experience in the School of Hospitality Business Management: Industry, Student and Faculty Perspectives," with K. W. Kendall and W. Terry Umbreit
- 2003** Principle Investigator, received \$17,000 from the Undergraduate Teaching and Learning Improvement Grant of Washington State University to conduct a study "Improving Teaching and Learning in the Undergraduate Hospitality Curriculum," with Nancy Swanger

- 2002** Principle Co-Investigator, received \$3,500 from National Science Council (NSC), Taiwan to study airline positioning, with M. H. Chen, Project period: 8/1/2002 - 7/31/2003
- 2002** Principle Investigator, received \$4, 265 from the School of Hospitality Business Management at Washington State University to study residents' reactions toward tourism, with Denney G. Rutherford

**CURRENT MEMBERSHIPS:**

- 2000 – Present** International Council on Hotel, Restaurant and Institutional Education (ICHRIE)
- 2000 – Present** Travel and Tourism Research Association (TTRA)
- 2001 – 2007** The International Society of Quality of Life Studies (ISQOLS)

**PERSONAL DEVELOPMENT:**

- 2002** Awarded Certified Hospitality Educator (CHE) certificate by American Hotel & Lodging Association Educational Institute
- 2002** Attended Certified Hospitality Educator (CHE) workshop, Houston, TX
- 1995** Awarded Food Sanitation and Safety Management (SERVSAFE) Certificate by the National Restaurant Association Educational Foundation, USA
- 1993** Awarded Travel Agency Manager License and Certificate by the Ministry of Tourism, Ankara, Turkey