

## JENNIFER KAYE SANDSTROM

jennifer.sandstrom@email.wsu.edu

### EDUCATION

Washington State University, School of Hospitality Business Management Pullman, WA <b>Doctor of Philosophy, Hospitality and Tourism</b>	<b>2012 - 2015</b>
University of Portland, Portland, OR <b>Master of Business Administration</b>	<b>1995 - 1998</b>
University of Washington, Seattle, WA <b>Bachelor of Arts, Speech Communication</b>	<b>1985 - 1990</b>

### TEACHING EXPERIENCE

Washington State University

#### **Instructor – Fall Semester 2016**

Visiting faculty at Cesar Ritz Colleges, Brig, Switzerland

HBM 497 "Hotel Sales and Marketing"

HBM 491 "Hospitality Accounting"

HBM 381 Online "Hospitality Leadership and Organizational Behavior"

#### **Instructor – Spring Semester 2016**

HBM 495 AMS "Business Simulation." Capstone class for WSU Hospitality Business Management degree. Delivered class face-to-face to Pullman students and via AMS to Everett students.

HBM 381 Online "Hospitality Leadership and Organizational Behavior."

Developed class for online delivery.

HBM 280 "Introduction to Hospitality"

#### **Instructor – Fall Semester 2015**

HBM 495 "Business Simulation." Capstone class for WSU Hospitality Business Management degree.

HBM 494 "Services Management"

HBM 381 "Hospitality Leadership and Organizational Behavior"

#### **Instructor – Fall Semester 2014**

HBM 495 "Business Simulation." Capstone class for WSU Hospitality Business Management degree.

#### **Instructor – Spring Semester 2014**

HBM 497 "Special Project: Residence Inn Marketing Plan." Led a team of 8 Marketing and Hospitality Business Management students in the creation of a pre-opening marketing plan for a new hotel in the WSU community

#### **Teaching Assistant – Fall Semester 2012, Spring 2013, Fall 2013, Spring 2014**

HBM 495 "Business Simulation," assisted Dr. Dogan Gursoy

HBM 491 "Hospitality Accounting," assisted Dr. Christina Chi

## SCHOLARSHIPS &amp; AWARDS

Graduate Assistantship, School of Hospitality Business Management	August 2012 – December 2016
Summer Research Grant, College of Business	June 2015 – August 2015
Summer Research Grant, College of Business	June 2013 – August 2013

**RESEARCH**

## RESEARCH INTERESTS

Lodging/Hotel-Related Topics, General Manager Leadership, Organizational Communication, Organizational Behavior, Hospitality Education

## PUBLICATIONS AND PAPERS

Stumpf, T. S., **Sandstrom, J. K.**, & Swanger, N. A. (forthcoming). Bridging the gap: Grounded theory method, theory development, and sustainable tourism research. *Journal of Sustainable Tourism*.

Maier, T., Reynolds, D.E., & **Sandstrom, J. K.** (2015) Multi-Unit Efficiency Assessment and Multidimensional Polygon Analysis in a Small, Full-Service Restaurant Chain. *ICHRIE Research Reports*. 2<sup>nd</sup> place winner at ICHRIE 2015.

Gursoy, D., & **Sandstrom, J. K.** (2014). An Updated Ranking of Hospitality and Tourism Journals. *Journal of Hospitality & Tourism Research*.

## SELECTED WORKING PAPERS WITH ANTICIPATED COMPLETION DATE

"Leading a Successful Hotel: A Look at the General Manager's Ability to Utilize Multiple Leadership Styles," Dissertation Paper 1.	August 2016
"Corporate Culture at Ultra-Successful Hotels," Dissertation Paper 2	August 2016
"Elements of Sustained Hotel Success: Four Case Studies," Dissertation Paper 3	August 2016
"Wine Distributors Perceptions of Wine Purveyors" with Dr. Dennis Reynolds.	December 2016
"Why Do Hospitality Graduates Leave the Industry? A Qualitative Study" with Dr. Nancy Swanger and Dr. W. Terry Umbreit. Accepted for poster presentation, Graduate Student Research Conference in Hospitality and Tourism 2015, Tampa.	December 2016

**ACADEMIC SERVICE**

Faculty Advisor for Eta Sigma Delta, Hospitality Honor Society  
 SHBM Scholarship Selection Committee  
 Sub-Reviewer: ICHRIE, February 2015, March 2016  
 Sub-Reviewer: APTA Conference, February 2015  
 Sub-Reviewer: Journal of Hospitality and Tourism Education, December 2014, December 2015  
 Sub-Reviewer: Graduate Research Conference, July 2014

**PROFESSIONAL MEMBERSHIPS**

Member: American Hotel and Lodging Association

Member: International Council on Hotel, Restaurant, and Institutional Education

**INDUSTRY****HOSPITALITY INDUSTRY EXPERIENCE**

InnVentures IVI, LLC, Seattle, WA

**Vice President - Operations****March 2006 – April 2012**

Supervised the operations of 19 Marriott and Hilton hotels on the West coast.

Directed Human Resource Management for 900+ employees.

InnVentures IVI, LLC, Seattle, WA

**Regional Manager****January 2005 – March 2006**

Provided regional supervision for eight Hilton Garden Inn hotels. Assisted with the pre-opening efforts of the Hilton Garden Inn – Yakima and the Courtyard by Marriott – Kirkland.

Residence Inn by Marriott – Portland West, Hillsboro, OR

**General Manager****December 2003 – May 2005**

Supervised the operations of a 122-room, extended-stay hotel. Awarded “Hotel of the Year” for the Residence Inn brand for 2004.

TownePlace Suites by Marriott – Hillsboro, Hillsboro, OR

**General Manager****January 1999-March 2004**

Supervised the operations of a 136-room, extended-stay hotel. Awarded “General Manager of the Year” for the TownePlace Suites brand for 2002.

Residence Inn by Marriott, Courtyard by Marriott, Hillsboro, OR

**Area Director of Sales****May 1994 – January 1999**

Directed the sales and marketing efforts of a 122-room, extended-stay hotel and a 155-room, business hotel.

**HOSPITALITY INDUSTRY SERVICE**

Member of School of Hospitality Business Management Advisory Board, WSU, Pullman, WA (2010 to 2015)

Member of Washington Lodging Association Board of Directors, Seattle, WA (2009-2012)

President of Hillsboro, Oregon Chamber of Commerce (2002), Member of Board of Directors (1995-2003)

Member of Tri-County Lodging Association Board of Directors, Portland, OR (1999-2002)

Member of Washington County Visitors’ Association Board of Directors, Tigard, OR (1996-1998)