CURRICULUM VITAE AVIAD A. ISRAELI, PH.D.

Professor of Service Management
College of Education Health and Human Services
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Google Scholar: http://scholar.google.com/citations?user=br6Sjv4AAAAJ&hl=en

EDUCATION

Ph.D.   Kent State University – College of Business Administration, Graduate School of Management, 1997.

MBA   Kent State University – College of Business Administration, Graduate School of Management, 1993.

BA   Haifa University, Israel – Department of Political Science, 1991.

POSITION IN ACADEMIC INSTITUTIONS

Professor, Hospitality and Event Management, School of Foundations, Leadership, and Administration, College of Education, Health and Human Services, Kent State University, 2020 – present.

Senior Academic Program Director for EMBA and Executive Education, Ambassador Crawford College of Business and Entrepreneurship, Kent State University, 2022 – 2023.

Associate Professor, Hospitality Management, School of Foundations, Leadership, and Administration, College of Education, Health and Human Services, Kent State University, 2014 – 2020.

Adjunct Professor, the Executive MBA Program, College of Business Administration, Kent State University, 2016 – present.

Adjunct Professor, Department of Hotel and Tourism Management, The Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev, Israel, 2014 – present.

Visiting Professor, Department of Management and Information Systems, College of Business Administration, Kent State University, 2012 – 2014.

Associate Professor of Hospitality Management and Service Management, Department of Hotel and Tourism Management, The Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev, Israel, 2008 – 2014.

Senior Lecturer (equal to the rank of Assistant Professor with tenure), Department of Hotel and Tourism Management, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev, Israel, 2003 – 2008.

Lecturer, Department of Hotel and Tourism Management, Guilford Glazer Faculty of Business and Management, Ben-Gurion University of the Negev, Israel, 1998 – 2003.

Instructor, Department of Administrative Sciences, The College of Business Administration, Kent State University, 1996 – 1997.

Adjunct Assistant Professor, Department of Administrative Sciences, Stark Campus, Kent State University, 1995 – 1996.

PUBLICATIONS

Peer-Reviewed Journal Articles

Lee, K., Chuang, N., Lee, S., Israeli, A. A. (2022). How COVID-19 Influences the Future of Service Management Professions. Journal of Hospitality and Tourism Insight. 5 (3), 29-646

Lee, S., Karpinski, A. C., Israeli, A. A. (2020). Customer Behavioral Analysis: The Impact of Internet Addiction, Interpersonal Competencies and Service Orientation on Customers' Online Complaint Behavior. *Research in Hospitality Management*. 10 (2), 97-105.

Razavi, R., Israeli, A. A. (2019). Determinants of Hotel Room Prices: Comparing Supply-Side and Demand-Side Decisions. *International Journal of Contemporary Hospitality Management*. 31 (5), 2149-2168.

King, C., Murillo E. M., Madera, J., Tews, M. J., Wei W., Israeli, A. A., Kong, L. (2019) Towards a shared understanding of the service experience – a hospitality stakeholder approach. Invited manuscript (peer-reviewed), *Journal of Service Management*. 30 (3), 410-426.

Israeli, A. A., Lee, S., Bolden, E. (2019) How Hotel Service Failures and Customers' Internet Addiction Influence Negative eWOM. *Journal of Hospitality and Tourism Management*. 39, 150-157.

Israeli, A. A., KIRLAR-Can, B., Ertas, M., Sell, Z. G., Tutuncu, O. (2018). Hospitality Crisis Management in Turkey: A Comparative Approach. *Tourism Today*. 17, 27-45.

Israeli, A. A., Lee, S., Karpinski, A. C. (2018). The Relationship Between Internet Addiction and Negative eWOM. *Service Industries Journal*. 39 (13-14), 943-965

Israeli, A. A., Lee, S., Karpinski, A. C. (2017). Investigating the Dynamics and the Content of Social Media Reporting After a Restaurant Service Failure. *Journal of Hospitality Marketing and Management*. 26(6), 606-626.

Khanna, R., Israeli, A. A. (2017). Gastronomy Attractions in Amish Country: A View of Push and Pull Motivations to Visit. *Journal of Gastronomy and Tourism*. 2, 1-10.

Salehi-Esfahani, S., Ravichandran, S., Israeli, A. A., Bolden E. (2017). Investigating Information Adoption Tendencies Based on Restaurants' User-generated Content Utilizing a Modified Information Adoption Model. *Journal of Hospitality Marketing and Management*. 25(8), 925-953.

Powers, M., Scheule, B., Israeli, A. A., Gordon, K. (2016). College Students' Health Attitudes, Perceptions of Restaurant Menu Items, and Purchase Intentions. *Journal of Foodservice Business Research*. 20(4), 464-488.

Ravichandran, S., Israeli, A. A., Sethna, F., Bolden, E., Gosh, A. (2016). Hospitality Managers' Importance Perceptions of Human Resource Practices Related to Employment of Foreign Workers in the US. *Journal of Human Resources in Hospitality and Tourism*. 16(4), 331-348.

Israeli, A. A., Brown, J. R. (2015). An Approach for Determining the Mix Between Human and Automated Service Providers. Multi-Criteria *Decision Analysis*, 22, 75-88.

Israeli, A. A. (2014). An Inter-Paradigmatic Agenda for Research, Education, and Practice in Hospitality Management. *International Journal of Hospitality Management*, 42, 188-191.

Brown, J.R., Israeli, A. A. (2013). Solving Linear Design Problems Using a Linear-Fractional Value Function. *Decision Support Systems*, 55(1), 110-116.

Silber I., Israeli, A. A. (2012). Using Information Markets for Pricing: The Case of the Airline Industry. *Journal of Hospitality Marketing and Management*, 21(1), 100-112.

Perl, Y., Israeli, A. A. (2011). Crisis Management in the Travel Agency Sector: A Case Study. *Journal of Vacation Marketing*, 17(2), 113-124.

Israeli, A. A., Mohsin, A., Kumar, B. (2011). Hospitality Crisis Management Practices: The Case of Indian Luxury Hotels. *International Journal of Hospitality Management*, 30(2), 367-374.

Munic, J., Israeli, A. A. (2011). Modeling a Decision Maker's Preferences: Testing for Relevancy and Application Development. *Tourism Economics*, 17(1), 21-37.

Brown, J. R., Israeli, A. A. (2010). Solving Multi-Attribute Decision Problems Using a Linear-Fractional Model: the *n* Attribute Case. *International Journal of Operations and Quantitative Management*, 16(3), 45-61.

Brown, J. R., Israeli, A. A. (2009). Solving Multi-Attribute Decision Problems Using a Linear-Fractional Model: The Two Attribute Case. *International Journal of Operations and Quantitative Management*, 15(1), 45-64.

Silber, I., Israeli, A. A., Bustin, A., Ben Zvi, O. (2009). Recovery Strategies for Service Failures: the Case of Restaurants. *Journal of Hospitality Marketing and Management*, 18(7), 730-740.

Bar-Eli, M., Galily, Y., Israeli, A. A. (2008). Gaining and Sustaining Competitive Advantage: On the Strategic Similarities between Maccabi Tel Aviv BC and FC Bayern München. *European Journal for Sport and Society*, 5(1), 75-96.

Aizik, U., Israeli, A. A. (2008). Investigating the Location Effect on Crisis Management in the Restaurant Industry. *Tourism Today*, 8 (Fall), 54-78.

Israeli, A. A. (2007). Effectiveness and Efficiency of Managers: Are they Doing What They Can or All They Can? *Tourism Economics*, 13(2), 181-195.

Israeli, A. A. (2007). Crisis Management in the Restaurant Industry. *International Journal of Hospitality Management*, 26(4), 807-823.

Danziger, S., Israeli, A. A., Bekerman, M. (2006). The Relative Contribution of Strategic Assets in Determining Customer Perceptions of Hotel Room Prices. *International Journal of Hospitality Management,* 25(1), 129-145.

Israeli, A. A., Barkan, R., Fleishman, M. (2006). An Exploratory Approach for Evaluating Performance Measures: The Managers' Perspective. *Service Industries Journal*, 26(8), 861-872.

Hadad, Y., Friedman, L., Israeli, A. A. (2005). Evaluating Hotel Advertisements Efficiency Using Data Envelopment Analysis. *Journal of Business Economics and Management*, 6(3), 145-154.

Israeli, A. A., Brown, J. R. (2004). Modeling a Decision Maker's Preferences Part 2: A Tool for Pricing Decisions in the Hospitality Industry. *Tourism Economics*, 10(1), 5-22.

Danziger, S., Israeli, A. A., Bekerman, M. (2004). Investigating Pricing Decisions in the Hospitality Industry Using the Behavioral Process Method. *Journal of Hospitality and Leisure Marketing*, 11(2/3), 5-17.

Israeli, A. A., Barkan, R. (2004). Developing a Framework for Rewards in Combined Production/Service Businesses: The Case of Tipping in the Restaurant Industry. *International Journal of Service Industries Management*, 15(5), 444-459.

Israeli, A. A., Barkan, R. (2004). The Impact of Hotel Social Events on Employee Satisfaction: A Case Study. *Journal of Human Resources in Hospitality and Tourism*, 2(2), 23-39.

Barkan, R., Israeli, A. A. (2004). Testing Servers' Roles as Experts and Managers of Tipping Behavior. *Service Industries Journal*, 24(6), 1-18.

Uriely, N., Israeli, A. A., Reichel, A. (2003). Religious Identity and Residence Attitudes toward an Expected Tourism Development. *Journal of Hospitality and Tourism Research*, 27(1), 69-84.

Israeli, A. A., Uriely, N., Reichel, A. (2003). Attitudes of Local Residents vs. Residents of Surrounding Areas toward Tourism Development. *ANATOLIA: An International Journal of Tourism and Hospitality Research*, 13(2), 145-158.

Israeli, A. A., Reichel, A. (2003). Hospitality Crisis Management Practices: The Israeli Case. *International Journal of Hospitality Management*, 22(4), 353-372.

Brown, J. R., Israeli, A. A., Mehrez, A. (2002). Modeling a Decision Maker's Preferences with Different Assumptions about the Preference Structure: Theory Development and Initial Applications for Tourism and Hospitality Management. *Tourism Economics*, 8 (1), 89-107. [*The*

Israeli, A. A. (2002). A Preliminary Investigation of the Importance of Site Accessibility Factors for Disabled Tourists. *Journal of Travel Research*, 41(August), 101-104.

Uriely, N., Israeli, A. A., Reichel, A. (2002). Heritage Proximity and Residents Attitudes toward Tourism Development. *Annals of Tourism Research*, 29(3), 859-61.

Israeli, A. A. (2002). Star Rating and Corporate Affiliation: Their Influence on Pricing Hotel Rooms in Israel. *International Journal of Hospitality Management*, 21 (4), 405-424.

Israeli, A. A., Haddad, Y., Mehrez, A. (2002). Employing DEA for Ranking Hotels' Advertisement: A Case of Analyzing an Advertising Supplement of Hotels in Israel. *The Journal of Management Science and Regional Development*, 4, 47-64.

Mehrez, A., Israeli, A. A., Haddad, Y. (2001). A Work Measurement Application for Hotel Housekeeping Management. *Tourism Economics*, 6(4), 359-371.

Israeli, A. A., Adler, N., Mehrez, A., Sundali, J. (2001). Investigating the Use of Advertising for Communicating Hotels' Strategic Assets. *Journal of Hospitality and Leisure Marketing*, 7(3), 23-38.

Israeli, A. A. (2001). Exploring the Importance of Hotel Features Among Guests Using a Multi-Attribute Scaling Approach. *ANATOLIA: An International Journal of Tourism and Hospitality Research*, 11 (2), 141-158.

Israeli, A. A., Reichel, A. (2001). The Impact of Location on the Advertised Room Prices in an Unstable Environment: The Case of Eilat, Israel. *Tourism Today*, 1 Summer, 7-13.

Israeli, A. A., Uriely, N. (2000). The Impact of Star Ratings and Corporate Affiliation on Hotel Room Prices. *Tourism and Hospitality Research*, 2(1), 27-36.

Israeli, A. A., Mehrez, A. (2000). From Illegal Gambling to Legal Gaming: Casinos in Israel. *Tourism Management*, 21(3), 281-291.

Israeli, A. A. (2000). Investigating the Characteristics of Business Hospitality Demand in the Southern Part of Israel. *Asia Pacific Journal of Tourism Research*, 4(1), 39-49.

Sundali, J., Israeli, A. A., Janicki, T. (2000). Reputation and Deterrence: Experimental Evidence from the Chain Store Game. *Journal of Business and Economic Studies*, 6(1), 1-19.

Israeli, A. A., Albert, P., Acar, W. (1999). Trading Off Time and Money Resources: An Activity-Based Flexible Approach to Project Management. *The Journal of Management Science and Regional Development*, 1 (2), 61-90.

Israeli, A. A., Mehrez, A. (1998). Justification of Global Positioning Systems Purchase Using the Analytic Hierarchical Process – The Case of the Israeli Defense Force. *Technovation*, 18 (6-7), 409-424.

Israeli, A. A., Reichel, A. (1998). Enhancing Students' Practical Skills: The Case of Investigating Hospitality Potential for the Beer-Sheva Hilton. *Journal of Hospitality and Tourism Educator*, 10(3), 51-58.

Mehrez, A., Weinroth, J. G., Israeli, A. A. (1997). Implementing Quality One Class at a Time. *Quality Progress*, 30 (5), 93-98.

Book Chapters

Israeli, A. A., Ravichandran, S., Singh, S. (2018). The impact of the internet and technology on hospitality consumer behavior. In: Dogan Gursoy (Ed.). *Routledge Handbook of Destination Marketing*.

Israeli, A. A., Reichel A. (2005). Hospitality Crisis Management Practices: The Israeli Case. In: Mansfeld, Y., Pizam, A. (Eds.). *Tourism, Security, and Safety: From Theory to Practice*. Oxford: Butterworth Heinemann. (Also appears as publication number 20).

Encyclopedia Articles

Israeli, A. A. (2005). Resource-Based View (RBV). Term definition for A. Pizam (editor), *International Encyclopedia of Hospitality Management*. Elsevier Science.

Israeli, A. A. (2005). Economies of Scale. Term definition for A. Pizam (editor), *International Encyclopedia of Hospitality Management*. Elsevier Science.

Israeli, A. A. (2005). Economies of Scope. Term definition for A. Pizam (editor), *International Encyclopedia of Hospitality Management*. Elsevier Science.

Israeli, A. A. (2005). Franchising. Term definition for A. Pizam (editor), *International Encyclopedia of Hospitality Management*. Elsevier Science.

Israeli, A. A. (2005). Generic Strategies. Term definition for A. Pizam (editor), *International Encyclopedia of Hospitality Management*. Elsevier Science.

Israeli, A. A. (2005). Globalization. Term definition for A. Pizam (editor), *International Encyclopedia of Hospitality Management*. Elsevier Science.

Israeli, A. A. (2005). Internationalization. Term definition for A. Pizam (editor), *International Encyclopedia of Hospitality Management*. Elsevier Science.

Conference Presentations

Israeli, A. A., Razavi, R. (2019). Using advanced machine learning models to determine supply-side and demand-side hotel pricing decisions. 5th World Research Summit for Tourism and Hospitality. Orlando Florida.

Israeli, A. A., Lee, S., Karpinski, A.C. (2017). Internet addiction and customers' eWOM behavior after a service failure. *4th World Research Summit for Tourism and Hospitality.* Orlando Florida.

Israeli, A. A., Ravichandran, S. (2017). Hospitality Crisis Management Practices: The Case of Turkish Hotels. *The 2016 CHRIE International Conference*, Baltimore, Maryland.

Zheng, S., Israeli, A. A. (2017). Tourism Risk: Travel Motivation, Sensation Seeking and Tourist Behavior. *4th Annual EHHS Research Gallery*, Kent, Ohio.

Ponomaryova, Y., Israeli, A. A. (2017). Market Research: A Study to Evaluate the Value Customers Assign to Green Hotels' Certification in Their Hotel Selection Decision Making Process. *4th Annual EHHS Research Gallery*, Kent, Ohio.

Israeli, A. A., Lee, S., Deighton, J. (2016). Social Media Reporting After a Restaurant Service Failure. *The 2016 CHRIE International Conference*, Dallas, Texas.

Israeli, A. A., Lee, S., Karpinski, A. (2016). Customers' use of Electronic Word of Mouth on Social Media After a Restaurant Service Failure. 2016 Global Hospitality, Tourism Marketing & Management Conference, Seoul, South Korea.

Deighton, J., Israeli, A. A., Lee, S. (2016). Social Media Reporting After a Restaurant Service Failure. *3rd Annual EHHS Research Gallery*, Kent, Ohio.

Israeli, A. A., Lee, S., Deighton, J. (2016). Social Media Reporting After a Restaurant Service Failure. *Central Federation CHRIE Conference*, Kansas City, Kansas.

Israeli, A. A., Ravichandran, S. (2015). Managing Foreign Workers in the US Hospitality Industry: An Importance Performance Analysis. *3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit: Transforming Partnerships.*, UCF Rosen College of Hospitality Management, Orlando, Florida.

Powers, M., Scheule, B., Israeli, A. A., Gordon, K. (2015). College Students' Health Attitudes, Perceptions of Restaurant Menu Items, and Purchase Intentions. *The 2015 CHRIE International Conference*, Orlando Florida.

Salehi-Esfahani, S., Ravichandran, S., Israeli, A. A. (2015). Researching Consumers' Information Adoption Tendencies of Restaurants' User-Generated Content Utilizing a Modified Information Adoption Model. *The 2015 CHRIE International Conference*, Orlando Florida.

Ravichandran, S., Israeli, A. A., Sethna, F., Gosh, A. (2015). Evaluating Hospitality Managers' Human Resource Practices Related to Immigration Laws, *21st Asia Pacific Tourism Association Annual Conference*, 2015, Kuala Lumpur, Malaysia.

Israeli, A. A., Mohsin, A., Kumar, B. (2010). Hospitality Crisis Management Practices: Comparison of India and Israel. *Proceedings of the 2010 APTA 2010 Conference*, Macau, SAR, China.

Silber, I., Israeli, A. A. (2009). The Wisdom of Crowds: Using Information Markets for Pricing Airline Tickets. *Proceedings of the 2009 4th International Scientific Conference*, Rhodes, Greece.

Israeli, A. A. (2006). An Exploratory Approach for Evaluating Performance Measures: The Managers' Perspective. *Proceedings of the 2006 CHRIE International Conference*, Virginia, USA.

Israeli, A. A. (2001). Evaluating The Importance of Hotel Features: A Case Study of Hotel Guests in Israel. *Proceedings of the 2001 CHRIE International Conference*, Toronto, Canada.

Uriely, N., Israeli, A. A., Reichel, A. (2000). Residents' Attitudes Toward Tourism Events: The Case of Nazareth 2000. *Proceedings of the 2nd International Seminar on Tourism Management in Heritage Cities*. Nazareth February 2000, Technical Report number 30. UNESCO Venice Office.

Israeli, A. A. (1999). Using Advertisements for Communicating Hotels' Strategic Assets. *The 1999 CHRIE International Conference*, Albuquerque, New Mexico, USA.

Sundali, J., Israeli, A. A. (1996). Credibility Reputation and Deterrence in a Two-Person Repeated Game. *Proceedings of the 1996 Annual Meeting of the Economic Science Association*, Tucson, Arizona, USA.

Invited Presentations and Seminars

"Thought Leadership Hospitality & Tourism Research Forum" hosted by the Journal of Service Management and focused on evolving service thinking: Disruption and opportunity in hospitality and tourism. The Ohio State University, Columbus, Ohio, May 9-11, 2018.

"The End of Service". A presentation at TEDxBGU – independently organized TED event. Beer Sheva, Israel, May 2012 (http://www.youtube.com/watch?v=zKDjjZIfYJY).

"From Illegal Gambling to Legal Gaming – Casinos in Israel". Presentation at the Dean's Seminar on gambling in Israel, Eilat, Israel, 2012.

"Critical Success Factor in Location Branding". Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Forum, The Center for Academic Studies, Or-Yehuda, Israel, 2011.

"Crisis Management in Travel Agencies". Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Forum, Hebrew University, Jerusalem, Israel, 2010 (with Yaron Perl).

"The Wisdom of the Crowds – Using Information Markets for Evaluating Prices of Airline Tickets". Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Forum, Haifa University, Haifa, Israel, 2009 (with Ilan Silber).

"Effectiveness and Efficiency of Managers: Are they Doing What They Can or All They Can?" Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Rorum, Ben Gurion University, Eilat Campus, Israel, 2008.

"The Performance of the Israeli Hospitality Industry: An Evaluation of Crisis Periods and of Different Locations". Presentation at the 1st European conference -- Bridging the North-South Divide through Sustainable Tourism Development, Stenden University, Netherland, 2008.

"Hospitality Crisis Management Practices: The Israeli Case". International Tourism and Politics, The Leonard Davis Institute of International Relations, Jerusalem, Israel, 2007.

"Evaluating Performance in the Israeli Hospitality Industry – The Managers' Perspective". Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Rorum, Hebrew University, Rehovot Campus, Israel, 2006 (with Rachel Barkan).

"Investigating Pricing Decisions in the Hospitality Industry Using the Behavioral Process Method". Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Forum, Ben Gurion University, Israel, 2005 (with Shai Danziger).

"The Characteristics of Tipping Behavior in Restaurants". Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Forum, Haifa University, Israel, 2004.

"Evaluating Performance Measures in the Israeli Hospitality Industry". Presentation at the Quarterly Meeting of the Israeli Hotels' Managers Association, Tel Aviv, Israel, 2004 (with Rachel Barkan).

"Brand Name and its Potential for Developing Tourism Areas". Presentation for senior management of Ramat Negev Regional Council, Mitzpe Ramon, Israel, March 2003.

"Hospitality Crisis Management in the Israeli Hospitality Industry". Presentation at the Annual Meeting of the Israeli Hospitality and Tourism Researchers' Forum, Hebrew University – the Rehovot Campus, Israel, 2003 (with Arie Reichel).

"Crisis Management in the Israeli Hospitality Management". Presentation for the MAHAR Conference, Eilat, Israel, March 2003.

"Hospitality Crisis Management Practices: The Israeli Case". Presentation at the National Conference of the Israeli Hotel Association, Jerusalem, Israel, June 2003.

"People with Disabilities as a Potential Market for the Hospitality and Tourism Industry". Presentation at the meeting for promoting Tourism in the Negev, Beer Sheva, Israel, July 2002.

"The Economic Potential of People with Disabilities". Presentation at a seminar of people with disabilities, Jerusalem, Israel, December 2002.

"Social and Economic Implications of Improving Accessibility of Tourist Sites". The main presentation at the conference: Tourism and Leisure for People with Disabilities", Bat Yam, Israel, May 2001.

"Hospitality in Eilat – Opportunities and Threats". Presented at the Quarterly Meeting of the Association of Israeli Hotel Managers, Eilat, Israel, February 2000.

"Factors of Satisfaction among Hotel Guests in Israel". Presented at the annual scholarship presentation – The Department of Hotel and Tourism Management, Beer-Sheva, Israel, March 2000.

"Hospitality and Tourism in High School Education Programs". Presented at a joint meeting of executives from the Israeli Ministry of Tourism and the Israeli Ministry of Education", Beer-Sheva, Israel, March 2000.

"Using Guest Satisfaction in Advertising and Marketing". Presented at the Quarterly Meeting of Hotels' Sales Executives, Jerusalem, Israel, May 2000.

"Strategic Hospitality Management". A four-day seminar to Isrotel Corporation Management, Eilat, Israel, November 1999.

Non-Refereed Journals

Mehrez, A., Israeli, A. A. (2001). Factors of Satisfaction among Guest in Israeli Hotels, Israeli *Central Bureau of Statistics Quarterly*, Issue number 122 (in Hebrew).

Israeli, A. A., Mehrez, A., Uriely, N. (2000). A Brand Name Does Not Ensure Success. *Executive*, October-November (in Hebrew).

Mehrez, A., Israeli, A. A. (1999). The Students' Strike: A Missed Opportunity, For the Time Being, *Executive*, February March (in Hebrew).

AWARDS AND DISTINCTIONS

Best paper award – Israeli, A. A., Razavi, R. (2019). Using advanced machine learning models to determine supply-side and demand-side hotel pricing decisions. 5th World Research Summit for Tourism and Hospitality. Orlando Florida.

Faculty Recognition Award – Making a Difference in the Life of a Student at Kent State University – Kent State University, 2016.

Faculty Recognition Award – Making a Difference in the Life of a Student at Kent State University – Kent State University, 2015.

Ranked among the top 129 authors in hospitality research (at the 18 ranking level) in Way, K. A., Harrington, R. J., & Teacher, M. C. (2012). Hospitality Author and University Productivity in the 21st Century. *Journal of Culinary Science & Technology*, 10(3), 239-258.

Ranked among the 100 most prolific researchers in hospitality and tourism research in Kwang in, P., Woo Mi, J.P., D., Canter, & J., Abbott. (2011). Hospitality and Tourism Research Rankings by Author, University, and Country Using Six Major Journals: The First Decade of the New Millennium. *Journal of Hospitality and Tourism Research*, 2011, 35(3), 381-416.

University Teaching Excellence Award – Ben Gurion University of the Negev, Israel, 2007.
University Teaching Excellence Award – Ben Gurion University of the Negev, Israel, 2005.
University Teaching Excellence Award – Ben Gurion University of the Negev, Israel, 2004.

Tourism Economics Journal Article Excellence Award for 2002: Brown, J.R., Israeli, A. A., & Mehrez, A. (2002). Modeling a Decision Maker's Preferences with Different Assumptions about the Preference Structure: Theory Development and Initial Applications for Tourism and Hospitality Management. *Tourism Economics*, 8(1): 89-107.

Participation in special educational programs

Professional Development Program – Strategic Hospitality Management, The Hotel School, Cornell University, 1999.

GRANTS

2015 – Kent State University – the University Teaching Council Summer Teaching Development Grant for developing service encounter video library, $10,000 (not funded).

2014 – Kent State University – Online course module for Introduction to Hospitality Management, $3,000 (funded).

2014 – Kent State University – Farris Family Research Fellowship, $8,000 (not funded).

2013 – Kent State University – Sustainability Module for Principles of Management, $750 (funded).

2011 – Ministry of Tourism, Israel (competitive) – Branding Tourism Destinations, $7,000 (funded).

2004 – Ben Gurion Research Fund, Israel (competitive) – Crisis management in the restaurant industry, $4,000 (Jointly with Arie Reichel, funded).

1999 – Ministry of Tourism, Israel (competitive) – Factors of satisfaction among hotel guests in Israel, $15,000 (Jointly with A. Mehrez, funded).

TEACHING ASSIGNMENTS

Hospitality Management at Kent State

HM 13024 Introduction to Hospitality Management
HM 33026 Hospitality Cost Control and Analysis
HM 5/43029 Hospitality Financial Policy
HM 5/43027 Hospitality Human Resource Management
HM 43092 Hospitality Management Practicum
HM 63026 Hospitality Research Seminar
HM 41095/63095 Special Topics in Hospitality Service Management

College of Business at Kent State

MIS 44285 Business Policy/Strategy
MIS 64185 Business Strategy – Graduate level
EMBA 67085 Executive Policy & Planning – Executive program

Ben Gurion University (Israel)

Undergraduate:

Research Seminar for Hospitality and Tourism Management
Strategic Management for Hospitality (capstone course)
Quantitative Models and Applications in the Hospitality Industry
Introduction to the Hospitality Industry
Introduction to Management

Graduate:

Hospitality Business Strategy (capstone course)
Business Strategy

CURRICULUM DEVELOPMENT

Program curriculum revision: led the Hospitality Management undergraduate curriculum revision, including a name change (to Hospitality and Event Management) and developing three concentrations (Hotel and Resort Management, Event Management, Food and Beverage management).

Program curriculum revision: led the Hospitality and Tourism Management graduate curriculum revision, including a conversion to a 100% online cohort-based program.

HM 13024 Introduction to Hospitality Management: Developed a 100% online version of the course with state-of-the-art online education technologies including simulation modules that offer students an opportunity to experience interactive hospitality management situations with avatars.

HM 33026 Hospitality Cost Control and Analysis: As part of the curriculum revision of Hospitality Management, changed from 5 to 3 credits as part of the plan to offer one course on costs and one course on revenues.

HM 5/43029 Hospitality Financial Policy: Developed a new course to focus on revenue generation and to complement HM 33026 Hospitality Cost Control and Analysis.

HM 5/43035 Hospitality Service Quality Management: Revised and updated the course content and changed the course developed as a senior-level/graduate slash special topics course to an elective.

HM 64099 Hospitality and Tourism Management Capstone: Developed the new capstone course of the HTM non-thesis track that provides a comprehensive view of the business setting of hospitality and tourism organizations.

SERVICE ON THESIS AND DISSERTATION COMMITTEES

Kent State – College of Education, Health and Human Services

Committee member:

Yaqoob Al Senaidi. Evaluation of English and Math Components of the General Foundation Program (GFP): Satisfaction and learning outcomes of Omani university students. Ph.D. dissertation, graduated Spring 2018.

Kent State – College of Education, Health and Human Services, Hospitality and Tourism Management

Director:

Bright Owusu. Perceived job insecurity and its impacts on selection of jobs in the hospitality industry. graduated Spring 2019.

Siwei Zheng. Evaluation students' sensation-seeking behavior, travel motivation, and travel decisions. Thesis, graduated Spring 2018.

Yuliya Ponomaryova. Perceptions of green hotels. Thesis, graduated Spring 2018.

Ramandyal Khanna. Understanding the factors responsible for destination decisions in gastronomic tourism. Thesis, graduated Fall 2016.

Scott Dockus. Riding its two-lane scenic roads: Creating a marketing plan for economically distressed, Meigs County in Ohio. Project, graduated Summer 2015.

Committee member:

Suraj Kumar Sintala. Using the Technology Adoption Model for evaluating information technology use in Indian hotels, graduated Spring 2019.

Shweta Singh. You are what you study or you study what you are? Choice of college major and identity affirmation among emerging adults, graduated Spring 2017.

Ankita Gosh. Pre-employment testing in the hospitality industry, graduated Spring 2017.

Daniel Parker. Evaluating Detroit tourism using Butler's life cycle model. Project, graduated Fall 2016.

Amy E. Romanelli. Front desk manual for the Kent State University Hotel & Conference Center. Project, graduated Summer 2016.

Saba Salehi-Esfahani. Researching consumers' information adoption tendencies of restaurants' user-generated content utilizing a modified information adoption model. Thesis, graduated Summer 2015.

Monica Hofer Powers. Exploring college students' health attitudes, perceptions, and purchase intentions on the health and taste of restaurant menu items. Thesis, graduated Summer 2014.

Yang Yuan. A study of hotel management financial competencies with a focus on revenue management and cost control. Thesis, graduated Summer 2014.

Lara Ozarslan. Branding boutique hotels: Management and employees' perspectives. Thesis, graduated Summer 2014.

Yu Ya Ling. The effect of perceived unfairness and negative emotions on workplace behaviors – M.A., Kent State University (Committee Member), Thesis, graduated Summer 2013.

Kent State – College of Business Administration

Robert Antenucci. Recognizing uncertainty and managing appropriately: How should sales managers do it? Committee member, Ph.D. graduated Fall 2013.

Kent State – other

Kimberly Puckett – M.A. thesis MFash/MBA (Committee member), 2014.

Osama AlSalloum – Capstone Project School of Digital Science (Committee member), 2013.

Ben Gurion University (Israel) – Guilford Glazer Faculty of Business and Management

Yaron Perl – M.A. (Chair), 2009, graduated.

Ilan Silber – M.A. (Chair), 2008, graduated.

Jeffery Munic – M.A. (Chair), 2008, graduated.

Uri Aizik – M.A. (Chair), 2005, graduated.

Michal Fleishman – M.A. (Chair), 2003, graduated.

Michal Bekerman – M.A. (Joint Chair), 2002, graduated.

PROFESSIONAL ACTIVITIES

Leadership: Academic Journals

Editorial Board, *Journal of Tourism, Heritage & Services Marketing*, 2017 – present.

Editorial Board, *International Journal of Hospitality Management*, 2012 – present.

Editorial board, *Tourism Today*, 2012 – present.

Reviewer: Accreditation Commission for Programs in Hospitality Administration (ACHPA)

Member of the evaluation team, Virginia State University – March 2019.

Member of the evaluation team, Florida State College of Jacksonville – December 2019.

Member of the evaluation team, Purdue Northwest University – November 2020.

Ad Hoc Reviewer: Scholarly Journals

Computer in Human Behavior – 2018 – present.

Cornell Hospitality Quarterly, 2017 – present.

Journal of Quality Assurance in Hospitality and Tourism, 2017 – present.

The Service Industries Journal, 2008 – present.

International Journal of Contemporary Hospitality Management, 2008 – present.

Journal of Hospitality Marketing and Management, 2010 – present.

Journal of Hospitality and Tourism Research, 2008 – present.

Journal of Hospitality Marketing and Management, 2010 – present.

Journal of Travel and Tourism Marketing, 2015 – present.

Tourism Economics, 2002 – 2012.

ANATOLIA: An International Journal of Tourism and Hospitality Research, 2001 – present.

Journal of Quality Assurance in Hospitality & Tourism, 2016 – present

Tourism Review, 2017 – present.

Journal of Management Studies, 2008, 2010.

Conflict Management and Peace Science, the Journal of the Peace Science Society, 2005.

Leadership: International Conferences

Member of the Scientific Committee – Global Conference on Hospitality, Tourism, Event and Leisure Management, the Chaplin School of Hospitality and Tourism Management, Florida International University, Miami, Florida 2018.

Member of the International Scientific Committee – The 2nd International Scientific Conference - Advances in Hospitality and Tourism Marketing & Management, Corfu Island, Greece, 2012.

Membership in Professional/Scientific Societies

CHRIE/EuroCHRIE, 1999, 2014 – present.

Academy of Management, 1996.

Decision Science Institute, 1995.

UNIVERSITY CITIZENSHIP

Kent State University – University level

Member – Reviewing Digital Badges (Credly vs. Badger). Office of the Vice President for Regional Campuses and Dean of the College of Applied and Technical Studies, 2022.

Member – Dean Review Committee, James Hannon. College of Education, Health, and Human Services, 2022.

Member – Provost Promotion Advisory Board, 2021 – current.

AAUP-KSU – FLA Unit delegate, 2020 – current.

Member (alternate) – University Hearing Board, 2017 – current.

Judge –Kent State University Graduate Research Symposium, 2017.

Reviewer – 2017-2018 University Fellowships and Awards, 2017.

Kent State University – College of Education, Health and Human Services

Program Coordinator – Hospitality Management (HM) Undergraduate Program, Fall 2019 – Spring 2021.

Member – FLA School Director Review Committee, 2018.

Program Coordinator – Hospitality and Tourism Management (HTM) Graduate Program, 2017 – 2018.

Member – College Advisory Committee, 2021 – present.

Member – Faculty Advisory Committee, 2017 – 2019, 2021 – present.

Member – Committee for reevaluating EHHS First Year Experience (FYE) courses, 2017 – 2018.

Chairperson – Hospitality Management Faculty Search Committee, 2015.

Member – College Curriculum Committee, 2014 – 2017.

Member – Student Complaint Committee, 2014.

Member – Hospitality Management Advisory Board, 2014 – present.

Member – Community Engagement Committee, Hospitality Management Advisory Board, 2014 – present.

Member – Hospitality Management Curriculum Revision Team, 2014.

Member – Hospitality Management Marketing Team, 2014 – present.

Waikato Management School – New Zealand

Andi Tamsang's Ph.D. dissertation, graduated 2020.

Doctoral Programme Examiner, 2013.

Ben Gurion University – Israel

Chairperson – the University Academic Travel Committee, 2011 – 2012.

Member – the University Computing Infrastructure Committee, 2008 – 2012.

Member – the University Research Students Committee, 2008 – 2012.

Chairperson – the University Disciplinary Court, 2008 – 2011.

Member – the University Research Committee, 2006 – 2008.

Academic Coordinator – Eilat Campus, 2006 – 2007.

Guilford Glazer Faculty of Business and Management, Ben Gurion University

Chairperson – Department of Hotel and Tourism Management, 2007 – 2012.

Chairman – the College Teaching Committee, 2005 – 2006.

Academic coordinator – The Honors MBA Program, Israel, 2004 – 2006.

Program coordinator – The IDF Undergraduate program in management and behavioral sciences, 2003 – 2005.

Chairman – the Departmental Teaching Committee, 1999 – 2003.

Member – the Strategic Development Committee, 2000.

PUBLIC SERVICES RELATED TO SCHOLARSHIP

Ministry of Tourism – Israel

Member – the governmental committee for evaluating competitive pricing of hotels, Israeli Ministry of Tourism (appointed by the Israeli Minister of Tourism), 2011 – 2012.

Ministry of Education – Israel

Member –the Israeli Ministry of Education – National Council of Higher Education (MALAG) for evaluation of B.A. programs, Israel, 2008 – 2010.

Private Sector Consulting – Israel

Consultant – the committee for setting standards of hotel quality, T.I.K projects and the Israeli Ministry of Tourism, 2007.

Consultant – Hilton Beer-Sheva, Israel, 1998.