

Dr. Kim H. Williams
Robert Dedman Endowed Chair in Club Management
University of North Texas
Department of Hospitality and Tourism Management
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Education

PhD, University of New Orleans, 2006.
Major: Tourism
Supporting Areas of Emphasis: Urban Studies
Dissertation Title: A Comparison of Travel Behaviors of African American and White Travelers to an Urban Destination: The Case of New Orleans

MBA, University of New Orleans, 2000.
Major: Business
Supporting Areas of Emphasis: Business

BA, University of New Orleans, 1995.
Major: Geology and Business

WORK EXPERIENCE

Academic

Chair, Department of Hospitality and Tourism, University of North Texas
(2019-Present)

Director, Lester E. Kabacoff School of Hotel, Restaurant and Tourism Administration,
University of New Orleans (2016-2019)

Graduate Coordinator (12 month Executive Online & Resident Degrees) Lester E.
Kabacoff School of Hotel, Restaurant and Tourism Administration, University of New
Orleans (2016-2019)

Interim Director, Lester E. Kabacoff School of Hotel, Restaurant and Tourism
Administration, University of New Orleans (2015-2016)

Associate Professor, Lester E. Kabacoff School of Hotel, Restaurant and Tourism
Administration, University of New Orleans (2013-Present)

Assistant Professor, Lester E. Kabacoff School of Hotel, Restaurant and Tourism
Administration, University of New Orleans (2007-2013)

Other Professional Experience

Disney College Program Faculty Advisor, University of North Texas (2019-Present)

Disney College Program Faculty Advisor, University of New Orleans (2008-2019)

Interdisciplinary Studies Faculty Associate, University of New Orleans (2014-Present)

Instructor, Louisiana State University, Baton Rouge, Louisiana (2006-2007)

Instructor/Adjunct, University of New Orleans (2003-2006)

Graduate Research Assistant, University of New Orleans (2001)

Pre-Opening Housekeeping Team/Coordinator, Ritz-Carlton New Orleans (2000)

Sales Secretary, Radisson Hotel New Orleans (1995-1996)

Sales Secretary & Banquets On-Call, Le Pavillon Hotel New Orleans (1990-1991)

SCHOLARLY AND CREATIVE PRODUCTIVITY

Journal Articles

Sun, J., Leung, X. Y., Zhang, H., Williams, K. (2022). Attracting generation Z talents to the hospitality industry through COVID CSR practices. *International Journal of Contemporary Hospitality Management*, 34(4), 1587-1606.

Kemp, E., Bordelon, B., Williams, K. (2020). Linking Up: Examining Students' Experiences and Anxieties with Professional Networking. *Journal for Excellence in Business & Education* <http://www.jebejournal.org/index.php/jebel/index>

Green, Y., Chen, H., & Williams, K. H. (2019). Festival Admission and Visitors' Behavioral Intentions: Do Previous Visit and Age Matter? *Events and Tourism Review* - 2(2), 76-87. <http://journals.iupui.edu/index.php/ETR/issue/view/1483>

Kennett-Hensel, P., Kemp, E., Williams, K., & Borders, A. (2019). The Path to Adoption and Advocacy: Exploring Dimensions of Brand Experience and Engagement at Trade Shows. *Event Management*, 23(6), 871-881. <https://www.ingentaconnect.com/content/cog/em/2019/00000023/00000006/art00008;jsessionid=30arqn0b009fw.x-ic-live-02>

Kemp, E., Williams, K., Min, D.J., & Chen, H. (forthcoming). Happy Feelings: Examining Music in the Service Environment. *International Hospitality Review*.

Walsh, K. R., Hoque, T., & Williams, K. H. (2017). Human Machine Learning Symbiosis. *Journal of Learning in Higher Education*, (1810).

- Njite, D., Parsa, H., Bordelon, B. M. & Williams, K. H. (2016). Guilt and environmentalism: The mediating role of anticipated guilt in consumer selection of green hotels. *Optimization: Journal of Research in Management*, 8(1), 1–20.
- Williams, K. H., Bordelon, B. M., & Njite, D. (2016). Using Importance-Performance Analysis to Identify the Travel Characteristics of African Americans. *The Consortium Journal of Hospitality and Tourism*, 20(2), 38–59.
- Kemp, E. A., Williams, K. H., & Porter III, M. (2015). Hope across the seas: The role of emotions and risk propensity in medical tourism advertising. *International Journal of Advertising*, 34(4), 621–640.
- Kemp, E. A., Kennett-Hensel, P. A., & Williams, K. H. (2014). The Calm Before the Storm: Examining Emotion Regulation Consumption in the Face of an Impending Disaster. *Psychology & Marketing*, 31(11), 993–945.
- Childers, C., Williams, K. H., & Kemp, E. A. (2014). Emotions in the Classroom; Examining Environmental Factors and Student Satisfaction. *Journal of Education for Business*, 89(1), 7–12.
- Poole, S., Kemp, E. A., Patterson, L., & Williams, K. H. (2014). Get Your Head in the Game: Using Gamification in Business Education to Connect with Generation Y. *Journal for Excellence in Business Education*, 3(2).
- Williams, K. H., Childers, C., & Kemp, E. A. (2013). Stimulating and Enhancing Student Learning Through Positive Emotions. *Journal of Teaching in Travel & Tourism*, 13(3), 209–227.
- Williams, K. H., & Kemp, E. A. (2013). The Role of Emotions and Risk Propensity in Medical Tourism Advertising. *International Journal of Advertising*.
- Green, Y. N., Williams, J. A., & Williams, K. H. (2012). Examining the Effects of the Gulf Coast Oil Spill on the State of Louisiana's Restaurant Industry. *Advances in Hospitality and Leisure*, 8, 149–165.
- Bordelon, B. M., Chacko, H. E., & Williams, K. H. (2012). Creating a Holistic Methodology to Evaluate the Performance of State Parks. *Tourism Planning and Development*, 9(3), 253–267.
- Kemp, E. A., Childers, C., & Williams, K. H. (2012). A Tale of A Musical City: Fostering Self-Brand Connection among Residents of Austin, Texas. *Place Branding and Public Diplomacy*, 8(2), 147–157.
- Kemp, E. A., Childers, C., & Williams, K. H. (2012). Place Branding: Creating Self-Brand Connections and Brand Advocacy. *Journal of Product & Brand Management*, 21(7), 508– 515.
- Lamanna, Z., Williams, K. H., & Childers, C. (2012). An Assessment of Resilience: Disaster Management and Recovery for Greater New Orleans Hotels. *Journal of Human Resources in Hospitality and Tourism*, 11(3), 210–224.

Kemp, E. A., Williams, K. H., & Bordelon, B. M. (2012). The Impact of Marketing on Internal Stakeholders in Destination Branding: The Case of a Musical City. *Journal of Vacation Marketing*, 18(2), 121–133.

Chacko, H. E., Williams, K. H., & Schaffer, J. D. (2012). A Conceptual Framework for Attracting Generation Y to the Hotel Industry Using a Seamless Hotel Organizational Structure. *Journal of Human Resources in Hospitality & Tourism*, 11(2), 106–122.

Williams, K., & Chacko, H. (2008). The Effect of Ethnic Differences on Travel Characteristics: An Exploration of Marginality and Ethnicity in Urban Tourism, *International Journal of Hospitality & Tourism Administration*, 9(2), 147-163.

Presentations

Njeri, M. W., Williams, K. H., Allen, J. M. The 28th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, "Private Club Members Perceived Social and Psychological Benefits Scale Development and Validation," Poster, CalPolyPomona, Anaheim, California, United States of America. 2023.

Kemp, E., Davis, C., Trivitt, J., Williams, K. H., Annual ICHRIE Summer Conference & Marketplace, "The Healing Factor: Creating Favorable Customer Experiences in Hospitals," Oral Presentation, ICHRIE, Washington, DC, United States of America. 2022.

Williams, K. H. & Bordelon, B., TTRA Annual Conference, "Tourism Resilience - Ideas Fair," Poster, TTRA, Victoria, BC, Canada. 2022.

Ann, S., Williams, K. H., Best, M., "Diverse Women in Leadership," Panel Presentation, West Federation CHRIE, Virtual, United States of America. 2022.

Williams, K. H. (Panelist), Invited, 2021 ICHRIE Summer Conference Deans and Directors Forum, "Diversifying the Faculty in Hospitality Education," Panel Presentation, ICHRIE, Virtual-Attendify Platform, United States of America. 2021.

Williams, K. H. (Panelist), Invited, 2021 Travel and Tourism Research Annual International Conference/Reimagining Tourism for a New Era, "The Black Traveler Experience," Panel Presentation, Travel and Tourism Research Association (TTRA), Virtual, United States of America, Delivered in alternative format. 2021.

Sun, J., Leung, X. Y., Zhang, H., Williams, K. 2021 West Federation CHRIE Conference, "Hotel CSR amid COVID-19: Another way to attract Generation Z employees," Oral Presentation, Virtual, United States of America. 2021.

Williams, K. H. (Panelist), Invited, West Federation CHRIE Virtual Conference 2021/Hospitality Stronger, Together, "Reshaping Hospitality Education," Panel Presentation, West Federation CHRIE, Virtual, United States of America, Delivered in alternative format. 2021.

- Kim, J., Pookulangara, S. A., Williams, K., Invited, Leading through COVID-19 Webinar, "Resilience and Innovation in Retail and Hospitality," Panel Presentation, UNT CMHT, Zoom, United States of America. 2020.
- Malave, R. A. (Panelist), Williams, K. (Panelist), Invited, Preparing for the Rebound Webinar Series, "Strategic Staffing and Scaling," Panel Presentation, SalesBoost, Zoom, United States of America. 2020.
- Williams, K. H. (Author & Presenter), Invited, Special Event Management Event 1-Mardi Gras, "Mardi Gras Dix Facts," Invited Talk, HMG 3240 Special Events Management Course, UNT on the Square, United States of America. 2020.
- Green, Y., Chen, H., & Williams, K., Annual ICHRIE Summer Conference & Marketplace, (2019, July). "The Perceived Impacts of Service Learning on Academic and Community Engagement," ICHRIE, New Orleans, LA, United States of America.
- Green, Y., Williams, K., & Chen, H. (2019, May). APacCHRIE & EuroCHRIE Joint Conference, "Festival Admission and Visitors' Behavioral Intentions: Do Previous Visit and Age Matter?" APacCHRIE and EuroCHRIE, Hong Kong, China, China.
- Williams, K. H., Njite, D., Green, Y. N., Bordelon, B. M., & Chacko, H. E. (2018, July). *A Culture of Resilience: A Case Study of the New Orleans Hospitality and Tourism Industry. 2018 ICHRIE Annual Conference.* Palm Springs, CA: ICHRIE.
- Green, Y. N., Williams, K. H., & Njite, D. (2018, July). *A Two Year Comparison of the Economic Impact of a Local Festival. 2018 CHRIE Annual Conference.* Palm Springs, CA: ICHRIE.
- Green, Y. N., Njite, D., & Williams, K. H. (2018, July). *Celebrating Seafood! Examining The Visitor Profile of the Louisiana Seafood Festival. 2018 ICHRIE Annual Conference.* Palm Springs, CA: ICHRIE.
- Bordelon, B. M., Jafarnejad, F., & Williams, K. H. (2018, June). *Exploring Millennials' Experiences Using Virtual Reality for Travel Planning: A Qualitative Study.* TTRA. Miami, FL.
- Kemp, E. A., Williams, K. H., & Min, D.-J. (2018, Summer). *Enhancing the Service Environment: The Effect of Music and Mood in Service-Based Businesses. 15th Annual International Conference on SMEs, Entrepreneurship and Innovation: Management – Marketing – Economic – Social Aspects.* Athens, Greece: Athens Journal of Business & Economics.
- Kennett-Hensel, P. A., Kemp, E. A., Williams, K. H., & Borders, A. L. (2018, Winter). *Singled Out in the Crowd: Exploring Dimensions of Brand Experience at Trade Shows. Winter American Marketing Association Conference.*

- Huang, W.-T., Njite, D., & Williams, K. H. (2016). An Exploration into the Travel Motivations of International Chinese Students within the United States. In *The 21st Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism* (p. 200). Philadelphia, Pennsylvania: Temple University.
- Green, Y. N., Williams, K. H., & Njite, D. (2016, April). *Examining the Influence of Students' Major on the Perceived Influence of Service Learning*. 2016 NENA CHRIE. Boston, MA: NENA CHRIE.
- Poole, S., Kemp, E., Patterson, L., and Williams, K. (August 2014). Enhancing Student Learning Using Gamification Methodologies. Paper presentation at the 2014 Summer Marketing Educators conference in San Francisco, CA.
- Kemp, E. A., & Williams, K. H. (2014, August). *Gamification in the Classroom*. Summer Educator's American Marketing Association. San Francisco.
- Williams, K. and Kemp, E. (July 2014). Surgery Over Seas: The Role of Emotions and Risk Propensity in Medical Advertising. Paper presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) conference in San Diego, CA.
- Williams, K., Poole, S., and Patterson, L. (July 2014). Get Your Head in the Game: Using Gamification to Connect with Generation Y in the Classroom. Paper presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) conference in San Diego, CA.
- Kemp, E., Kennett-Hensel, P., Williams, K. (2013). Emotion Regulation Consumption in the Face of Disaster. Paper presentation at the American Marketing Association in Boston, MA. In Rebecca Slotegraaf and David Griffith, 2013 AMA Summer Educators' Conference Proceedings, Chicago, IL., 10.
- Childers, C., Williams, K., Kemp, E. (2012). Positive Emotions in the Classroom: Antecedents and Outcomes. Paper presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) in Providence, Rhode Island.
- Williams, K., Kennett-Hensel, P., Chacko, H. (2012). Using Destination Image Perceptions to Segment the African American Tourism Market: An Application of Cluster Analysis. Paper presentation at the 6th World Conference for Graduate Research in Tourism, Hospitality, and Leisure in Fethiye, Turkey.
- Pearlman, D., Williams, K., and Chacko, H. (2011). Self-Service Technology Deployment Success Depends on Tomorrow's Employees. Paper presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) in Denver, Colorado.
- Chacko, H., Williams, K., Schaffer, J. (November 2010). A Conceptual Framework for Attracting Generation Y to the Hotel Industry using a Seamless Hotel Organizational Structure. Paper presentation at the New Zealand Tourism and Hospitality Research Conference in Auckland, New Zealand.

- Chacko, H., Schaffer, J., and Williams, K. (July 2010). A Conceptual Framework for Attracting Generation Y to the Hotel Industry using a Seamless Hotel Organizational Structure. Paper presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) in San Juan, Puerto Rico.
- Williams, K., Williams, J., and Chacko, H. (July 2010). An Examination of the New Orleans Hospitality Industry Pre- and Post-Katrina. Paper presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) in San Juan, Puerto Rico.
- Williams, K. (June 2010). An Analysis of Crime Statistics to Tourist Areas and Non-Tourist Areas in New Orleans. Paper presentation at the Harrah Hospitality Research Summit in Las Vegas, Nevada.
- Williams, K., Williams, J., & Chacko, H. (July 2009). Factors that have a Major Impact on Business Success of the Lodging Industry in an Economic Downturn. Poster presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) in San Francisco, California.
- Williams, K. & Lamanna, Z. (June, 2009). An Assessment of Resilience to Hurricane Gustav for the Greater New Orleans Hotels. Paper presentation at the Travel and Tourism Research Association (TTRA) Conference, Honolulu, Hawaii.
- Williams, K., Williams, R. & Chacko, H. (June, 2009). Does Perception Match Reality? A Comparison of Crime Statistics to Tourist Areas and non-Tourist areas in New Orleans. Paper presentation at the Travel and Tourism Research Association (TTRA) Conference, Honolulu, Hawaii.
- Chacko, H., Williams, J. & Williams, K. (October, 2008). A Current Perspective on the Recovery of Hospitality and Tourism in New Orleans. Paper presentation at the EUROCHRIE Conference, Dubai, United Arab Emirates.
- Pearlman, D., Chacko, H. & Williams, K. (October, 2008) Technology Readiness and Personality Type among University Students: Comparing Hospitality and Tourism Majors to Non-Majors. Paper presentation at the EUROCHRIE Conference, Dubai, United Arab Emirates.
- Williams, K. (October, 2008). Let the Good Times Roll During Mardi Gras in New Orleans, But Please Keep the Tourists Safe, Paper presentation at the EUROCHRIE Conference, Dubai, United Arab Emirates.
- Williams, K. (April, 2008). A Comparison of the Travel Preferences of Men and Women to New Orleans Pre-Katrina to Market Post-Katrina New Orleans. Paper presentation at the International Conference on Services Management in University Park, Pennsylvania.
- Chacko, H., Green, Y., & Williams, K. (July, 2007). Opinions of Generation Y Residents of New Orleans Toward Tourism in the Post-Katrina Environment. Paper presentation at the Council on Hotel, Restaurant, and Institutional Education (CHRIE) Conference in Dallas, Texas.

Williams, K. & Green, Y. (2007). The Other Tourists: Surveying The African American Visitors to New Orleans – A Study of the Essence Music Festival. Poster session presented at the Travel and Tourism Research Association Conference, June 2007, Las Vegas, NV.

Chacko, H. & Williams, K. (July, 2005). A Study of Ethnic Differences in the Importance and Performance of Urban Destination Attributes: The Case of New Orleans. Paper presentation at CHRIE Conference in Las Vegas, Nevada.

Book Review

Williams, K. H. (2017). The Problem of Pleasure: Leisure, Tourism and Crime. Routledge.

Funded Contracts, Grants, and Sponsored Research

P. (Principal), Hawley (Co-Principal), Bennett, A. (Co-Principal), Williams, K. (Supporting), Pookulangara, S. A. (Supporting), Jestratijevic, I. (Supporting), Leung, X. Y. (Supporting), Mhlanga, L. A. (Supporting), Kim, J. (Supporting), Shenberger, A. (Supporting), Augustin, S., "Globalizing the Educational Experience: The College of Merchandising, Hospitality, and Tourism," Sponsored by Department of Education, Federal, \$180,371.00. (2020 - 2023).

Directed Student Learning (dissertation, thesis, etc.)

Dissertation Committee Member

"Identifying the Underlying Structure of Perceived Private Club Members' Benefits Scale".
(January 2022 - Present).
Advised: Millicent Njeri. Information Science.

Media Contributions

Local

"The Psychology of Travel," OLLI. "Interviewee." (February 2022).

"Hard-Hit Hotel Industry Shells Out Bonuses to Help Fill 2,000+ Jobs," NBCDFW.
"Interviewee." (June 24, 2021).

Regional

"Consumers: Hotel Changed 'Confirmed' Reservations," NBCDFW 5. "Interviewee."
(December 5, 2022).

Licensures and Certifications

Post Crisis Hospitality Management Certificate, University of South Florida. (December 31, 2020 - Present).

ACPHA Site Team Member, ACPHA. (October 14, 2019 - Present).

Cvent Event Marketing Strategy Certification, Cvent. (December 29, 2021 - December 29, 2023).

Cvent Virtual Events Certification, Cvent. (December 29, 2021 - December 29, 2023).

Cvent Hybrid Events Certification, Cvent. (December 24, 2021 - December 24, 2023).

Certification in Hotel Industry Analytics (CHIA), Smith Travel Research (STR). (August 2015 - August 2021).

Professional Memberships

International Association of Exhibitions and Events. (February 2020 – Present)

Texas Restaurant Association. (July 2019 - Present).

Hotel Association of Tarrant County (2019-Present)

Smith Travel Research Share Center. (January 2015 - Present).

International Council on Hotel, Restaurant and Institutional Educators. (August 2007 - Present).

Development Activities

On-demand access to mentoring, tools, and support needed to thrive in Academia, "Faculty Success Program," National Center for Faculty Development & Diversity, Detroit, Michigan, United States of America. (September 11, 2019 - Present).

Faculty Fellowship, "Leadership Fellow," UNT, Denton, TX, United States of America. (September 2019 - May 2020).

Workshop, "Canvas CanDo," Canvas and UNT, Denton, TX, United States of America. (November 15, 2019).

Workshop, "Getting Engaged Internationally," UNT Office for Faculty Success, Denton, TX, United States of America. (November 14, 2019).

Tutorial, "SalesBoost Learning Lab," SalesBoost, Denton, TX, United States of America. (October 10, 2019).

Conference Attendance, "The Lodging Conference," Lodging Conference, LLC, Phoenix, Arizona, United States of America. (September 21, 2019 - September 24, 2019).

Retreat, "Chair Academy Annual Retreat," UNT Office of the Provost, Denton, TX, United States of America. (September 13, 2019).

Tutorial, "Institutional Effectiveness Reporting," UNT, Denton, TX, United States of America. (September 11, 2019).

Tutorial, "Scheduling Training," Registrar's Office, Denton, TX, United States of America. (August 16, 2019).

Workshop, "Planning Implementation Workshop," UNT, Denton, TX, United States of America. (August 8, 2019).

Tutorial, "Waitlist Training," UNT Academic Affairs, Denton, TX, United States of America. (July 31, 2019).

Tutorial, "Workflow Tenure and Promotion Training for Unit Administrators," UNT Office of the Provost, Denton, TX, United States of America. (June 4, 2019).

Workshop, "Art of Participatory Leadership," Provost, Denton, TEXAS, United States of America. (April 5, 2019 - April 7, 2019).

Awards and Honors

Best Faculty Led Abstract, SECSA. (March 1, 2019 - March 2, 2019).

SERVICE

University Service

Member, Chairs' Council, Active. (July 2021 - Present).

Committee Member, Adjunct Award in Teaching Excellence Award. (February 3, 2020 - Present).

Faculty Advisor, Disney College Program. (July 1, 2019 - Present).

Faculty Advisor, Eta Sigma Delta. (January 2020 – Present)

Committee Member, Global Venture Fund Proposal Review Committee. (December 6, 2019 - December 17, 2019).

Committee Member, Adjunct Teaching Award Proposal Committee. (November 1, 2019 - December 3, 2019).

Faculty Mentor, Black Professional Network First Flight Mixer. (August 23, 2019).

Judge, CMHT Research Showcase. (April 18, 2019).

College Service

Committee Member, Diversity, Equity and Inclusion. (October 2020 - January 31, 2022).

Member, President's Career Panel. (March 29, 2021).

Faculty Advisor, Food in Fashion. (February 14, 2020 - March 2, 2020).

Judge, CMHT Research Showcase. (April 18, 2019).

Department Service

Faculty Advisor, Club Management Association of America, Active. (November 24, 2020 - Present).

Faculty Advisor, Eta Sigma Delta. (January 2020 - Present).

Public Service

Member, Rotary International, Denton, TX. (October 11, 2021 - Present).

Professional and Other Service

Board of Advisors, Discover Denton, Denton, Texas, (January 1, 2023 - Present).

Board of Directors, Greater Dallas Chapter of the Texas Restaurant Association, Dallas, Texas, (January 1, 2023 - Present).

Editorial Review Board Member, The Consortium Journal of Hospitality and Tourism, (July 20, 2022 - Present).

Committee Member, Disney Programs Equity Council, Orlando, Florida. (May 26, 2021 - Present).

Committee Member, HANTX Education Committee, Dallas, TX. (January 27, 2021 - Present).

Board of Directors, Hotel Association of Tarrant County, Fort Worth, Texas. (January 2020 - Present).

Member, ACPHA Site Team, Oxford, Maryland, United States of America. (October 14, 2019 - Present).

Committee Member, Texas Hotel & Lodging Association Educational Foundation Committee, Appointed, Austin, Texas, United States of America, Active. (October 7, 2019 - Present).

External T&P Letter Writer, Iowa State University, Ames, Iowa, Completed. (October 28, 2022).

External T&P Letter Writer, Missouri State University, Springfield, MO, Completed. (September 30, 2022).

Reviewer, Journal Article, The Consortium Journal of Hospitality and Tourism, Glen Allen, VA, Completed. (August 21, 2022).

Committee Member, 75th Anniversary Planning Committee, Appointed, Richmond, VA, United States of America, Completed. (November 20, 2020 - August 1, 2022).

Program Organizer, ESD Virtual Conference, Appointed, Richmond, VA, United States of America, Completed. (September 29, 2020 - November 29, 2021).

Board of Directors, Eta Sigma Delta Board of Governors, Appointed, Richmond, VA, United States of America, Active. (July 28, 2021 - October 1, 2021).

Committee Chair, 2021 ICHRIE Summer Conference, Appointed, Richmond, VA, United States of America, Active. (June 1, 2021 - July 30, 2021).

Committee Member, ICHRIE Task Force-The Global and Multi-Cultural Project Team, Appointed, United States of America. (January 26, 2021 - February 28, 2021).

External T&P Letter Writer, Iowa State University, Appointed, Ames, Iowa, United States of America, Completed. (October 26, 2020 - November 23, 2020).

Committee Member, West Federation CHRIE Student and Faculty Scholarship Committee, Appointed, Slidell, LA, United States of America. (December 10, 2019).

Reviewer, Conference Paper, West Federation Council for Hotel, Restaurant and Institutional Education, Slidell, LA, United States of America. (November 18, 2019).

Reviewer, Conference Paper, Hospitality and Tourism Graduate Conference, Slidell, LA, United States of America. (October 14, 2019).

Committee Member, Texas Hotel & Lodging Association Educational Foundation Committee, Austin, Texas. (October 7, 2019 - Present).

External T&P Letter Writer, North Carolina Central University, Durham, NC, United States of America, Completed. (September 5, 2019 - September 19, 2019).

Attendee, Meeting, ACPHA Accreditation Commissioners Meeting, New Orleans, LA, United States of America. (July 24, 2019).

Attendee, Meeting, ACPHA Accreditation Commissioners Meeting, New Orleans, LA. (July 24, 2019).

Attendee, Meeting, International Council on Hotel, Restaurant and Institutional Education, New Orleans, LA. (July 24, 2019).

Conference-Related, Asia Pacific Council on Hotel, Restaurant and Institutional Education (CHRIE), Hong Kong, China. (May 20, 2019 - May 26, 2019).

Attendee, Meeting, Asia Pacific CHRIE Deans and Directors Meeting, Hong Kong, China. (May 22, 2019).