

# JeAnna Lanza Abbott

## Education

<b>Doctoral Candidate</b> Bauer College of Business University of Houston	<b>2009</b>
<b>Organizational Communication</b> Texas A & M University, College Station Doctoral graduate course work completed	<b>2005-2006</b>
<b>Masters in Business Administration</b> University of Chicago	<b>2002</b>
<b>Master of Laws, International Economic Law</b> University of Houston	<b>1999</b>
<b>Master of Hospitality Management</b> Conrad Hilton College, University of Houston	<b>1991</b>
<b>Doctorate of Jurisprudence</b> University of Houston	<b>1988</b>
<b>Diploma, El Sistema Legal de Mexicano</b> Universidad Panamericana	<b>1986</b>
<b>Bachelor of Arts, Business Administration</b> Austin College	<b>1984</b>

## Experience

<b>Professor</b> University of Houston, Conrad N. Hilton College of Hotel and Restaurant Management	<b>2004-Present</b>
<ul style="list-style-type: none"><li>• Promoted to full professor. Courses include Hospitality Business Law and Ethics; Legal and Regulatory Aspects of Liquor Distribution; Negotiations for the Services Industry</li></ul>	
<b>Adjunct Professor</b> University of Houston Law Center (UHLC)	<b>1998-Present</b>
<ul style="list-style-type: none"><li>• A. A. White Dispute Resolution Center. Courses include Negotiations and Mediation.</li><li>• Coach, Law Student Division Negotiation Competition.</li><li>• Blakely Trial Advocacy Institute Courses include Civil Trial Advocacy and Litigation Skills</li></ul>	

**Associate Dean****2001-2004**

University of Houston, Conrad N. Hilton College of Hotel and Restaurant Management

- Manage 22 faculty members and 52 support staff, in addition to various regional alumni groups, 14 student organizations and 5 research institutes.

**Associate Professor****1998-2004**

University of Houston, Conrad N. Hilton College of Hotel and Restaurant Management

- Fully-tenured; developed and taught the curriculum for all coursework for meetings, events, and conventions.
- Developed and taught courses on the legal and regulatory aspects of liquor distribution for the Wine and Spirits Management Institute
- International lecturer on special event management, public facility event administration, and convention and catering management.

**Visiting Professor****1999-2000**

Universite Angers, France

**Executive Director****1995-2004**

National Association of Catering Executives/Catering Research Institute (CRI)

- Created the CRI after securing initial grants of \$315,000, followed by \$315,000 in matching grants from the Hilton Foundation. Oversee the daily operations.
- Developed the Catering/Convention Services curriculum, currently being taught at a variety of two and four-year, national and international institutions.
- Responsible for financial reports, annual fund campaign, and tax decisions for the foundation.

**Executive Director****1994-1997**

Society for the Advancement of Food Service Research (SAFSR)

- Responsible for operation and strategic management of the national association.
- Developed a joint conference format with the Research Chefs Association, and nearly doubled the national conference attendance and revenues.
- Designed, wrote, did the layout, the editing and the publishing for the Society's quarterly newsletter.
- Conference planner, responsible for convention management, including site selection to execution, of the annual national event (500 attendees) and all regional conferences.

**Assistant Professor****1989-1998**

University of Houston, Conrad N. Hilton College of Hotel and Restaurant Management

- Developed and taught undergraduate and graduate courses in Business Law, Ethics, Convention and Association Management, Catering Management, Event Coordination, and Conference and Event Administration.
- Director (1996 and 1997), Frontier Fiesta, with more than 35,000 attendees.

**Attorney****1989-1992**

Jan Woodward Fox PLC

- General civil plaintiff's trial docket, concentrating on personal injury, workers' compensation, and employment litigation.

## Attorney

1987-1989

Hamel, Rouner, Reigel & Strong

- Contracts, bankruptcy, and anti-trust litigation.

## Refereed Journal Articles and Books

Dawson, M., and Abbott, J. (2011). Hospitality culture and climate: Keys to retaining hospitality employees and creating competitive advantage *International Journal of Hospitality and Tourism Administration*. Vol 12 (3) accepted publication date 2011.

Back, K.J., Lee, C., and Abbott, J.L. (2010). Antecedents of casino employees' job satisfaction and organizational commitment. *Cornell Hospitality Quarterly* accepted

Aguinis, H., Werner, S., and Abbott, J. (2009). Customer-centric: Reporting significant research results with rigor, relevance and practical impact in mind, *Organizational Research Methods*, **accepted**

Rosette, A.S., Kopelman, S, and Abbott, J.L. (2009) Good grief! Feelings of anxiety sour economic benefits of first offers, *Organizational Behavior and Human Decision Making Processes* **second revise and resubmit**.

Abbott, J. L. and Lanza, J.L. (2007). Think Before You Serve: A Review of Social Host Liability Laws and How They Impact Hospitality Facilities, *The Bottomline*, Vol. 22, No. 8, p. 19-22.

Abbott, J.L. (2007) Kelo: Much to do about nothing, *Journal of Convention and Event Tourism*, Vol. 8(4).

Rosette, A. S., Kopelman, S. and Abbott, J. L. (2007) Good grief! Feelings of anxiety sour economic benefits of first offers, *Social Science Research Network Working Papers Series*. Paper was listed as one of the top ten downloaded papers for the Negotiation and Dispute Resolution Section.

Conrad, C. and Abbott, J. (2007). Why Would They Want To Do That? *The Debate on Corporate Social Responsibility*, Oxford Press.

Kapoor, P., Powell, P., and Abbott, J. (2007). Conventional Disputes, Unconventional Resolutions: An Analysis of dispute resolution in the meetings, incentives, conventions, and exhibition industry, *Journal of Convention and Event Tourism*, Vol. 8(3), p 87-98.

Defranco, A. and Abbott, J., (2006) *Introduction to Catering Management*, QingHua University Press.

Abbott, J. and Abbott, S. (2005) Indemnification Clauses: Recent Changes in the Law, *The Bottomline*, Vol. 20, No. 6, p. 14-17.

Kapoor, P. and Abbott, J. (2005) The Role of Knowledge and the Act of Making the First Offer on the Generation of Favorable Outcomes in a Negotiation Process, *E-Review of Tourism Research*, Texas A & M University Department of Parks & Recreation.

Robinson, C., Abbott, J. and Shoemaker, S. (2005) Recreating Cheers: An Analysis of Relationship Marketing as an Effective Marketing Technique for Quick-Service Restaurants, *International Journal of Contemporary Hospitality Management*, Vol. 17, No. 7, p. 590-99.

Abbott, J. and Abbott S. (2005) Whistleblowers: What Managers Should Do When the Shoe Is On the Other Foot, *The Bottomline*, Vol. 20, No. 5, p. 16-17.

Abbott, J. and DeFranco, A., (2005) Introduction to Convention Management, QingHua University Press

Titz, K., Abbott, J. and Cordua Cruz, G. (2004). The Anatomy of Restaurant Reviews: An Exploratory Study, *International Journal of Hospitality & Tourism Administration*, Vol. 5, No. 1, p. 49-65

Abbott, J. and Geddie, M. (2001). Event and Venue Management: Minimizing Liability Through Effective Crowd Management Techniques, *Event Management: An International Journal*, Vol. 6, No. 4, p. 259-270

Boger, C., Abbott, J., Lin, L., and Heineman, H. (2000). Rate Integrity in Convention Cities. *Journal of Hospitality & Tourism Research*, Vol. 24, No. 1, p. 20-35.

Blecher, L. and Abbott, J. (2000). Educators: Steps To Minimize Liability in Food Production Laboratories, *Journal of Hospitality and Tourism Education*, Vol. 11, No. 4, p. 17-20.

Abbott, J and Fried, G. (1999). Asphalt Jungle: Providing Parking-area Security Through Design and Common Sense. *Cornell Hotel and Restaurant Administration Quarterly*, Vol. 40, No. 2, p. 46-53.

Abbott, J and DeFranco, A. (1998) Creating A Faculty Portfolio: Methods to Increase Effectiveness While Minimizing The Risk of Costly Litigation. *Journal of Hospitality and Tourism Education*, Vol. 10, No. 1, p. 62-67.

Abbott, J. and Lanza, J. (1998). Antitrust Regulations and Trade Shows-Can Dealers and Exhibitors be Excluded? *Cornell Hotel and Restaurant Administration Quarterly*, Vol. 39, No. 30, p. 12-19. (translated and published in the Japan's Hotel Management Journal).

Abbott, J. and Abbott, S. (1997). Minimizing Tour Operators' Exposure to Lawsuits. *Cornell Hotel and Restaurant Administration Quarterly*, Vol. 38, No. 2, p. 20-24.

Noriega, P. and Abbott, J. (1997). The Impact of State Lotteries and Casino Gambling on the Survival of Greyhound Racing. *Pacific Tourism Review*, Vol. 1, No. 4, p. 341-347.

Abbott, J. and Chernish, B. (1997). Speak English Only: Can You Require Your Employees to Conform? *Consortium Journal of the HPBCU*, Vol. 1, Issue 1, p. 27-31.

De Franco, A. and Abbott, J. (1996). Community Service: Citizenship. *The CHRIE Hospitality and Tourism Educator*, Vol. 8, No. 1, p. 5-7.

Abbott, J. and Lanza, J. (1994). Trade Dress: Legal Interpretations of What Constitutes Distinctive Appearance. *Cornell Hotel and Restaurant Administration Quarterly*, Vol. 35, No. 1, p. 53-58.

Lefever, M. and Abbott, J. (1990). The Growing Reality of Negligent Hiring Claims: Implications For Hospitality Law. *Hospitality Research Journal*, Vol. 14, No. 1, p. 139-145.

### **Refereed Conference Proceedings**

Abbott, J. L., Elkins, T., and Phillips, J. (2009). Mock victims' perceptions of sexual harassment: When do they blame the organization? *Proceedings of the Academy of Management*. Chicago, IL.

Dawson, M., and Abbott, J. (2009). Hospitality culture and climate: Keys to retaining hospitality employees and creating competitive advantage. *Proceedings of International CHRIE*, San Francisco, CA.

Back, K.J., Lee, C., and Abbott, J.L. (2008). Antecedents of casino employees' job satisfaction and organizational commitment. *Proceedings of International CHRIE, Conference Best Paper Award*

Abbott, J. L. and Elkins, T. (2008). Does law mean never having to say sorry? Apologies in response to sexual harassment complaints. *Proceedings of the Academy of Management*. Anaheim, CA.

Praxedes, M. and Abbott, J. (Sept. 2007). Creating Competitive Advantages through Human Resource Strategy in International Lodging, Shaping Sustainable Tourism in Asia Pacific: Competition vs. Cooperation. Sixth Asia Pacific Forum for Graduate Students Research in Tourism. Xiamen, China.

Rosette, A. S. and Abbott, J. L. (July, 2006) The First Offer Disadvantage: The Role of Perceived Vulnerability and Feelings of Dissatisfaction, *Proceedings of the International Association of Conflict Management*, Montreal, Canada.

Titz, K., Abbott, J. and Cordua, G. (2003) The Anatomy of Restaurant Reviews: Through a Glass Darkly. A paper in K. Chon and I. Yang (Eds.), *First Asia-Pacific CHRIE Conference. Hospitality, Foodservice and Tourism Research and Education: The Asia Waves Conference Proceedings* (CD ROM). Seoul: Hallym University, The Hong Kong Polytechnic University, and Yonsei University.

Abbott, J. and Powell, P., (2003). Conventional Disputes, Unconventional Resolutions: An Analysis of dispute Resolution in the Meetings, Incentives, Conventions, and Exhibition Industry, *Proceedings of Convention Expo Summit*, Hong Kong, China.

Abbott, J. and Powell, P. (January 2003). Meeting, Event and Contract Issues, *Proceedings of Hospitality Law Conference*, Houston, TX.

Titz, K., Hamilton, M., and Abbott, J. (2002). A Model to Evaluate Business-To-Business Websites Targeting the Restaurant Industry. An abstract in *Program Book and Exhibit Guide of International CHRIE*. p. 103 Orlando, FL.

Abbott, J. and Abbott, S. (May 2002) Tourist Areas: Hotbeds of Trademark Counterfeiting, *Proceedings of Fifth Biennial Conference Tourism in Asia: Development, Marketing and Sustainability*, Hong Kong, SAR

Rodarte, B. and Abbott, J. (January 2002) Catering Market Segments: Show Me The Money! *Proceedings of Seventh Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Vol. 7, Houston, TX

Abbott, J. and Abbott, S. (July 2000) The Importance of Proper Crowd Management and Crowd Control in the Special Events Industry: Legal Analysis, *Proceedings of Conference on Event Evaluation, Research and Education*, Sydney, Australia

Chernish, W., Wortman, J., and Abbott, J. (June 2000) The Evolution of a Program to Offer Tourism and Hospitality/Restaurant Management Courses over the Internet, *Proceedings of Tourism and Hotel Industry in Indo-China and Southeast Asia: Development, Marketing, and Sustainability*, Chiang Mai, Thailand

Abbott, J., Chernish, W., Spivak, S., and Abbott, S. (May 1999) Long Distance Education In Mexico, Central America, South America, and The Carribean: A general Overview of Some of The Opportunities and Difficulties Involved in Offering Tourism and Hospitality/Restaurant Management Courses Via Distance Education, *Proceedings of First Pan-American Conference*, Panama City, Panama

Kanak, J. and Abbott, J. (January 1998) The Positive and Negative Factors that Influence Career Development of Conrad N. Hilton College Alumnae Lodging Managers. *Proceedings of Third Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism*, Vol. 3, Houston, TX

Abbott, J. (September 1997). Foreign Investment in Mexico: A Theme Park Experience. *Proceedings of North American Case Research Association*. Cincinnati, Ohio.

Cronfel, A. and Abbott, J., (January 1997) The Role of Special Events in the Revitalization of a Downtown Venue. *Proceedings of Advances in Hospitality and Tourism Research*, Vol. 2, Las Vegas, NV

Abbott, J. and Abbott, S.,(April 1996). International Arbitration as a Means of Resolving Disputes: Implications for Vietnam Tourism. *Proceedings of Tourism in Indo-China: Opportunities for Investment, Development, and Marketing*. Ho Chi Minh City, Vietnam.

Abbott, J. and Abbott, S. (November 1996). International Tour Operators: Steps To Minimize Your Exposure To Costly Lawsuits. *Proceedings of the Pacific Rim Tourism 2000 Conference*. Thermal Lakes, New Zealand.

Abbott, J. and Abbott, S. (October 1996). Tour Operators: Steps To Minimize Your Exposure To Costly Lawsuits. *Proceedings of the Society of Travel and Tourism Educators Annual Conference*. Ottawa, Canada.

Noriega, P. and Abbott, J. (November 1996). The Impact of State Lotteries and Casino Gambling on the Survival of Greyhound Racing. *Proceedings of The Pacific Rim Tourism 2000 Conference*. Thermal Lakes, New Zealand.

Abbott, J. and Lanza, J. (February 1994). Thou Shalt Not Steal: Supreme Court Confirms Old Commandment. *Proceedings of The Society of Franchising and International Franchising Association Joint Conference*. Las Vegas, Nevada.

Lowman, R. and Abbott, J. ( August 1994). Are Alternate Measures of Vocational Interest Assessing Identical Constructs? *Proceedings of the American Psychological Association*. Los Angeles, California.

Abbott, J. (July 1992). Contract Management: A Comprehensive Approach. *Proceedings of the Council on Hotel, Restaurant and Institutional Education*. Orlando, Florida.

### **Non – Refereed Publications**

Abbott, J. (February 1998). Using Indemnification Clauses in a Catering Contract *Event Solutions*.

Abbott, J. (November 1997). Covenants Not to Compete and Confidentiality Agreements. *Event Solutions*, Vol. 2, No. 11, p. 58.

Abbott, J. (September 1997). Can a Liquor Wholesaler Legally Donate Liquor to a Non-profit Organization for Educational Purposes? *Event Solutions*, Vol. 2, No. 9, p. 32-33.

Abbott, J. (September 1997). Knowledge is Power for Caterers and Event Professionals. *Event Solutions*, Vol. 2, No. 9, p. 30-31.

### **Book Reviews**

Abbott, J. (1998). Book Review: Travel Law by Robert M. Jarvis, John R. Goodwin & William D. Henslee, *Journal of Hospitality & Tourism Research*, Vol. 17, No. 3, p. 266-267.

Abbott, J. (1996). Book Review: Off-Premise Catering Management by Bill Hansen. *International Journal of Hospitality Management*, Vol.15, No.4, p. 401-402.

### **Editorial Work**

Editor, *Journal of Convention and Exhibition Management*. Haworth Press, New York, Vol. 1 No. 1 1998 through Vol. 8, No. 4 2007.

Co-Editor, *Proceedings of Seventh Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, 2004

Co-Editor, *Proceedings of Seventh Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Vol. V11, 2002

Editor, *the CommuniCater*. The Foundation of NACE Catering Research Institute Newsletter, Vol. 1 No. 1 1997.

Editor, *SAFSR Quarterly*. Society for the Advancement of Food Service Research Newsletter, Nov. 1997.

### **Book Chapters**

Abbott, J. and Fried, G., Asphalt Jungle, Hotel Management and Operations, 3rd Ed., Ch. 5.9 p. 201-210

### **Presentations**

Abbott, J. (January 2004). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.



Abbott, J. (March 2003). Before You Toast: Liquor Liability at Your Meeting and Facility. The National Conference and Exhibition for Trade Show and Event Marketing Professionals Exhibitor Show 2003. Las Vegas, Nevada.

Abbott, J. (January 2003). Before You Toast: Liquor Liability at Your Meeting and Facility. PCMA Annual Conference. Anaheim, California

Abbott, J. (July 2002). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.

Abbott, J. (July 2001). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.

Abbott, J. (July 2000). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.

Abbott, J. (July 1999). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.

Abbott, J. (July 1998). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.

Abbott, J. (November 1997). Human Resource Management. University of Houston Executive Development. Houston, Texas.

Abbott, J. (November 1997). Serving Alcohol Responsibly. University of Houston Executive Development. Houston, Texas.

Abbott, J. (October 1997). Contract Issues for Special Events. International Special Events Society-Houston Chapter Educational Program. Houston, Texas.

Abbott, J. (August 1997). Moderator, Trends in Hospitality Law: Industry and Academic Perspective. Tides of Change 1997 Annual CHRIE Conference. Providence, Rhode Island.

Abbott, J. (August 1997). Panelist, Copyright Legal Issues for Distance Education. Tides of Change 1997 Annual CHRIE Conference. Providence, Rhode Island.

Abbott, J. (August 1997). Risk Management and Liability Issues for Special Events. International Special Events Society-Houston Chapter Educational Program. Houston, Texas.

Abbott, J. (July 1997). Beverage Cost Controls. University of Houston Executive Development. Houston, Texas.

Abbott, J. (July 1997). Strengthening Your Catering Contracts. National Association of Catering Executives 1997 Annual Educational Conference. Orlando, Florida.

Abbott, J. (July 1997). Basic Off-Premise Catering I. National Association of Catering Executives 1997 Annual Educational Conference. Orlando, Florida.

Abbott, J. (July 1997). Basic Off-Premise Catering II. National Association of Catering Executives 1997 Annual Educational Conference. Orlando, Florida.

Abbott, J. (July 1997). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.

Abbott, J. (April 1997). Franchising in China. Beijing Institute. Houston, Texas.

Abbott, J. (March 1997). Basic Off-Premise Catering Management. KAIC School of Japan. Houston, Texas.

Abbott, J. (March 1997). What's Hot in Hotel Contracts. University of Houston Executive Development. Houston, Texas.

Abbott, J. (February 1997). Beverage Cost Controls. University of Houston Executive Development. Houston, Texas.

Abbott, J. (July 1996). Basic Off-Premise Catering Part I. National Association of Catering Executives 1996 Annual Educational Conference. Dallas, Texas.

Abbott, J. (July 1996). Basic Off-Premise Catering Part II. National Association of Catering Executives 1996 Annual Educational Conference. Dallas, Texas.

Abbott, J. (July 1996). Hotel Law. Texas Hotel & Motel Association Hospitality Enrichment Course. Houston, Texas.

Abbott, J. (October 1995). Contract Law. National Association of Catering Executives-Houston Chapter. Houston, Texas.

Abbott, J. (June 1995). Defective Food: How Much Will It Cost You? National Association of Catering Executives-Houston Chapter. Houston, Texas.

Abbott, J. (May 1995). Presentation of the NACE Curriculum. National Association of Catering Executives-San Antonio Chapter. San Antonio, Texas.

Abbott, J. (May 1995). Legal Ramifications of Food Borne Illnesses. American Culinary Federation-Houston Chapter. Houston, Texas.

Abbott, J. and Gerdes, D. (March 1995). Can Salmonella Really Do That? Association of Food Technologists. Houston, Texas.

### **Grants and Gifts to the University of Houston**

Abbott, J. and Defranco, A. (2001-2004). Curriculum Development in International Convention Management and Conference Management at Meio University Okinawa, Japan. Granting authority: U.S. Department of State. \$124, 970

Defranco, A. and Abbott, J. (2003). Cochran Fellowship Programs funded by the USDA. (Mexico, China and Asia). \$69,000.

Abbott, J and Sutherlund, L. (2000). Three-way Competitive Analysis of Convention Services Management. \$22,500.

Abbott, J. (1999). NACE Catering Research Institute. Foundation of the National Association of Catering Executives. \$142,500 (matched by the Conrad N. Hilton Foundation for \$285,000) this is the second long-term pledge by this group.

Abbott, J (1997). Removing the Glass Ceiling in the Lodging Industry. University of Houston, LGIA. \$2,000

Abbott, J. (1997). Foundation Management. Foundation of the National Association of Catering Executives. \$30,000 (matched by the Conrad N. Hilton Foundation for \$60,000)

Abbott, J. (1997). Special Events Class Project Development: Frontier Fiesta. Houston Institute for Clinical Research. \$1,000 (matched by the Conrad N. Hilton Foundation for \$2,000)

Abbott, J. (1997). Special Events Class Project Development: Frontier Fiesta. Steven M. Abbott, Attorney at Law. \$2,000 (matched by the Conrad N. Hilton Foundation for \$4,000)

Abbott, J. (1997). Sponsorship of Mark Allen: Frontier Fiesta. University of Houston Activities Funding Board. \$1,200

Abbott, J. (1996). Party Perfect. Ruth Meric Catering. \$5,000 (matched by the Conrad N. Hilton Foundation for \$10,000)

Abbott, J. (1996). National Association of Catering Executives, Houston Chapter. \$2,800 (matched by the Conrad N. Hilton Foundation for \$5,600)

Abbott, J. (1995). Catering/Convention Services Management Institute. Foundation of the National Association of Catering Executives. \$142,500 (matched by the Conrad N. Hilton Foundation for \$285,000)

Abbott, J. (1994). Catering/Convention Services Curriculum. Foundation of the National Association of Catering Executives. \$25,000 (matched by the Conrad N. Hilton Foundation for \$50,000)

Abbott, J. (1994). Cruise Industry Pursers: Exploratory Study of Job Satisfaction and performance. University of Houston, LGIA. \$2000

Abbott, J. (1991). ARA/Marriott Summer Internship Program. CHRIE Contract Food Service Management Special Interest Section. \$2,000

## **SERVICE**

### **University of Houston**

Chair, University Promotion and Tenure Committee, 2005-Present

Executive Committee, University Council Chairs, 2004-2005

Chair, Graduate and Professional Council, 2005-2006

Vice-Chair, Graduate and Professional Council, 2004-2005

Member, University Promotion and Tenure Committee, 2004-Present

Member, Graduate and Professional Studies Council, 1991-Present

Chair, Academic Programs Committee, 2003-2004

Chair, Course Evaluation Committee, 1997-1998

Course Evaluation Committee, 1993-1997

Academic Programs Evaluation Committee, 1991-1993

Teaching Excellence Awards Committee, 1997-2002

Member, Ad Hoc GPSC Effectiveness Committee, 1995

Co-Faculty Advisor, Society for Human Resource Management, 1994, 1997-99

Member, Education Planning Committee, Developing and Expanding Your Sports and Entertainment Law Practice. Sports and Entertainment Law Section of the State Bar of Texas, October 1996

Member, Board of Advisors, Victim's Resource Institute, 1993-1997

Member, Dissertation Committees, Clinical Psychology Department, University of Houston, 1995-1996

- Kim Houston, A.B.D.
- Julie Vickner, M.A.

## **Conrad N. Hilton College**

Chair, Faculty Search Committee, 2004-Present

Co-Chair, Second Annual Hospitality Law Conference, Houston, Texas Jan 2004

Chair, Paper Review Committee for Graduate Conference, Jan 6-8, 2004

Co-Chair, First Annual Hospitality Law Conference, Houston, Texas, Jan 2003

Chair, Paper Review Committee for Graduate Conference, January 3-5, 2002

Chair, Academic Counsel, 2002 – 2003

Chair, Silent Auction, Conrad N. Hilton College Gourmet Night, April 5, 1997

- Raised over \$32,000-a 125% increase of the previous year

Chair, Silent Auction, Conrad N. Hilton College Gourmet Night, March 30, 1996

- Raised over \$12,500-a 625% increase of the previous year

Member, Graduate Committee, 1991-Present

Member, Planning Committee, Conference on Graduate Education and Graduate Students Research in Hospitality and Tourism, January, 1996 and January, 1998

College Hearing Officer, Academic Honesty Committee, 1992-1999

Faculty Advisor, Texas Restaurant Association-Cougar Chapter, 1990-1996

Faculty Advisor, Par Excellence, 1998 - present

Member, Conrad N. Hilton Distinguished Chair, Faculty Search Committee, 1993-1994

Member, Ad Hoc Committee on Faculty Salaries, 1991-1992

Member, Faculty Search Committee, 1991-1992

Member, Scholarship Committee, 1991-1992

## **Community**

Chair, Gourmet Dinner and Wine Auction benefiting Discovery Dance, 1991-Present.

Chair, Silent Auction Committee, National Association of Catering Executives Annual Fund Raiser, 1997

Chair, Public Relations Committee, National Association of Catering Executives, 1996

Director, Frontier Fiesta, Hilton High Rollers Cook-Off Team, 1997

- Class project that won six first place awards

Director, Frontier Fiesta, Hilton High Rollers Cook-Off Team, 1996

- With over 80 teams competing, Hilton High Rollers won more trophies than any other team.

Stage Manager, Androcles and the Lion, Children's Theater, Junior League of Houston, 1996

Catering Chair, Diverse Works, 1996

Catering Chair, Stages Repertory Theater's Winefest, 1996

- Raised over \$50,000

Catering Chair, Spring Music Gala, Kingwood, 1996

- Raised over \$18,000

Catering Chair, Stages Repertory Theater's Winefest, 1995

- Raised over \$40,000

Crew Member, Pinnochio, Children's Theater, Junior League of Houston, 1995

- Created and built set for new production

Chair, Logistics Committee, Houston Military Affairs Committee Annual Armed Forces Day Military Ball,

### **Awards and Honors**

2001/2002 Dean's Award for Excellence in Applied Research, Conrad N. Hilton College of Hotel and Restaurant Management

2000 Outstanding Faculty Award, Houston Alumni Association

1998/1999 Dean's Award for Excellence in Applied Research, Conrad N. Hilton College of Hotel and Restaurant Management

1997/1998 Dean's Award for Teaching Excellence, University of Houston Conrad N. Hilton College of Hotel and Restaurant Management