

# Priyanko Guchait

Assistant Professor, Conrad N. Hilton College of Hotel and Restaurant Management  
University of Houston  
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## EDUCATION

**Ph.D., The Pennsylvania State University**, University Park, PA. August 2011

School of Hospitality Management

Focus: Human Resource Management, Organizational Behavior

Minor: Industrial/Organizational Psychology (Department of Psychology)

Dissertation: *“The influence of shared knowledge and transactive memory on effectiveness of service management teams in hospitality industry.”*

**M. S., The Pennsylvania State University**, University Park, PA. May 2010

Human Resources and Employment Relations (Concurrent degree with Ph.D.)

Focus: International HR, Leadership, Employee Relations, Employment Law

Thesis: *“Technical role and leadership role: The dual roles of leaders in organizations.”*

**M. S., University of Missouri**, Columbia, MO. August 2007

Hotel and Restaurant Management Program

Focus: Human Resource Management, Organizational Behavior

Thesis: *“Human resource management practices, organizational commitment and intention to leave: The mediating role of perceived organizational support and psychological contracts.”*

**B. E. (Mechanical), University of Pune**, India. December 2003

Project: *Duplex Friction Drives*

## RESEARCH INTERESTS

- **Team/Group dynamics and Leadership** - team cognitions, learning behaviors, psychological safety, engagement, time, knowledge management, conflict, behavioral integrity, empowerment, and trust
- **Employee Relations** - influence of error management culture, psychological safety, group cohesion, group efficacy, and HRM systems on improving employee performance, error and service recoveries, and retaining service employees
- **Management of Services** - influence of error management strategies, perceived control and fairness, empowerment, customer knowledge and relationship management, social networks and employee-customer interactions on customer satisfaction and behavioral intentions

## IN REVIEW

**Guchait, P.**, Qin, Y., Madera, J., & Hua, N. Impact of Organizational Error Management Culture on Hotel Effectiveness, Management-team Performance and Creativity. *International Journal of Hospitality Management*. Revise and Resubmit.

Dawson, M., **Guchait, P.**, & Madera, J. Defining club management culture: Selecting and retaining people who fit within the club industry. *International Journal of Hospitality Management*. Revise and Resubmit. Revise and resubmit.

Wang, C., **Guchait, P.**, Chiang, C., & Weng, W. Transforming customers into frontline employees: An exploratory study of influential factors and motivations. *International Journal of Hospitality Management*.

Wei, W., Hua, N., & **Guchait, P.** You cannot be excused just because it is not your fault: A mediation model of trust for the impacts of hotels' error management culture on customer engagement behaviors (CEBs). *Tourism Management*.

**Guchait, P.** Enhancing service recovery performance through error management culture. In Dixit, S. (Ed.), *Routledge Handbook of Consumer behavior in Hospitality and Tourism*.

Madera, J., **Guchait, P.**, & Dawson, M. Strategic Human Resources Management Research in Hospitality and Tourism: A Review of Current Literature and Suggestions for the Future. *International Journal of Contemporary Hospitality Management*. Revise and resubmit.

**Guchait, P.**, Neal, J. & Simons, T. Leader behavioral integrity for food safety: Impact on error reporting, error management, and food safety violations. *International Journal of Hospitality Management*.

## REFEREED PUBLICATIONS

**Guchait, P.**, & Back, K. Effects of perceived organizational and supervisor support on commitment, citizenship behaviors, and turnover intentions – A cross-national study. *The Service Industries Journal*. Accepted for Publication.

**Guchait, P.**, Pasamehmetoglu, A., & Tracey, B. The moderating effect of supervisor and coworker support for error management on service recovery performance and helping behaviors. *Journal of Service Theory and Practice*. Accepted for Publication.

Madera, M., **Guchait, P.**, & Dawson, M. Hotel managers' perceived diversity climate and job satisfaction: The role of fairness and ethnic identity. *International Journal of Contemporary Hospitality Management*. Accepted for Publication.

- Guchait, P.,** Abbott, J., Madera, M., & Dawson, M. Perceived forgiveness climate in hospitality organizations drives employee attitudes and behaviors: A two-study replication. *Cornell Hospitality Quarterly*. Accepted for Publication.
- Guchait, P.,** Pasamehmetoglu, A., & Madera, J. Error management culture: Impact on group cohesion, stress, and turnover intentions. *The Service Industries Journal*. Accepted for Publication.
- Guchait, P.,** Madera, M., & Dawson, M. The influence of diversity climate on learning behaviors in hospitality organizations. *Journal of Service Theory and Practice*. Accepted for Publication.
- Guchait, P.,** Simons, T., & Pasamehmetoglu, A. Error recovery performance: The impact of leader behavioral integrity and job satisfaction. *Cornell Hospitality Quarterly*. In Press.
- Guchait, P.,** Lee, C., Wang, C., & Abbott, J. Psychological Safety and Learning Behaviors for Enhanced Service Recovery Performance: Error Management Practices at Three Organizational Levels in Service Industry. *Journal of Human Resources in Hospitality & Tourism*. In Press.
- Hua, N., Zhao, X., & **Guchait, P.** An Empirical Framework to Predict Idiosyncratic Risk in a Time of Crisis: Evidence from the Restaurant Industry. *International Journal of Contemporary Hospitality Management*. In Press.
- Guchait, P.,** Lei, P., & Tews, M. (2015). Making teamwork work: Team knowledge for team effectiveness. *The Journal of Psychology: Interdisciplinary and Applied*.  
DOI:10.1080/00223980.2015.1024596
- Guchait, P.,** Cho, S., & Meurs, J. (2015). Psychological contracts, perceived organizational and supervisor support: Investigating the impact on intent to leave among hospitality employees in India. *Journal of Human Resources in Hospitality & Tourism*, 14, 290-315.
- Guchait, P.,** Pasamehmetoglu, A. & Abbott, J. (2015). The importance of error management culture in organizations: Impact on employee helping behaviors during service failures and recoveries in restaurants. *Journal of Human Resources in Hospitality & Tourism*, 14, 45-67.
- Guchait, P.,** Pasamehmetoglu, A. & Dawson, M. (2014). Supervisor and co-worker support for error management: Impact on psychological safety and service recovery performance. *International Journal of Hospitality Management*, 41, 28-37.
- Guchait, P.,** Hamilton, K., & Hua, N. (2014). Personality predictors of team taskwork understanding and transactive memory systems in service management teams. *International Journal of Contemporary Hospitality Management*. 26, 401-425.

- Guchait, P.**, Tews, M. J., & Simons, T. (2014). The influence of transactive memory systems and psychological safety on effectiveness of service management teams in a restaurant setting. *Journal of Human Resources in Hospitality & Tourism*, 13, 234-252.
- Guchait, P.**, Ruetzler, T., Taylor, J., & Toldi, N. (2014). Video Interviewing: A Potential Selection Tool for Hospitality Managers: A Study to Understand Applicant Perspective. *International Journal of Hospitality Management*, 36, 90-100.
- Namasivayam, K., **Guchait, P.**, & Lei, P. (2014). The influence of leader empowering behaviors and employee psychological empowerment on customer satisfaction. *International Journal of Contemporary Hospitality Management*, 26, 69-84.
- Guchait, P.**, Kim, M., & Roseman, M. (2014). Error management at multiple organizational levels: Impact on customer self-esteem and delight? *Journal of Foodservice Business Research*, 17, 450-471.
- Guchait, P.** (2013). The mediating effect of team engagement between team cognitions and team Outcomes in Service-Management Teams. *Journal of Hospitality & Tourism Research*. In Press.
- Guchait, P.**, & Hamilton, K. (2013). The temporal priority of team learning behaviors vs. shared mental models in service management teams. *International Journal of Hospitality Management*, 33, 19-28.
- Namasivayam, K., & **Guchait, P.** (2012). The role of contingent self-esteem and trust in consumer satisfaction: Examining perceived control and fairness as predictors. *International Journal of Hospitality Management*, 33, 184-195.
- Guchait, P.**, & Namasivayam, K. (2012). Customer creation of service products: The role of frustration in customer evaluations. *Journal of Services Marketing*, 26(3), 216-224.
- Guchait, P.**, Kim, M., & Namasivayam, K. (2011). Error management at different organizational levels: Frontline, manager, and company. *International Journal of Hospitality Management*, 31(1), 12-22.
- Guchait, P.**, Namasivayam, K., & Lei, P. (2011). Knowledge management in service encounters: Impact on customers' satisfaction evaluations. *Journal of Knowledge Management*, 15(3), 513-527.
- Guchait, P.**, & Cho, S. (2010). The impact of human resource management practices on employee intention to leave: The mediating role of organizational commitment. *International Journal of Human Resource Management*, 21(8), 1228- 1247.

Cho, S., Johanson, M., & **Guchait, P.** (2009). Employees intent to leave: A comparison of determinants of intent to leave versus intent to stay. *International Journal of Hospitality Management*, 28(3), 374-381.

## **REFEREED CONFERENCE PROCEEDINGS**

Simons, T., **Guchait, P.**, & Pasamehmetoglu, A. (2015). The dual mediation of behavioral integrity impact: Trust and communication clarity. Symposium on Behavioral integrity advances: Articulating and testing new mechanisms (Simons, T., & Ferrin, D. L.). Academy of Management Proceedings, Vancouver, Canada.

**Guchait, P.**, Pasamehmetoglu, A., & Tracey, B. (2014). The interaction effect of supervisor and co-worker support for error management on service recovery performance and helping behaviors of restaurant employees. *19<sup>th</sup> International Council on Hotel, Restaurant and Institutional Education conference*, San Diego, CA.

**Guchait, P.**, & Tews, M. J. (2013). Influence of team knowledge on team effectiveness. *18<sup>th</sup> International Council on Hotel, Restaurant and Institutional Education conference*, St. Louis, MO.

**Guchait, P.**, Kim, M., & Roseman, M. (2012). Does error management at multiple organizational levels enhance customer self-esteem and delight? *17<sup>th</sup> International Council on Hotel, Restaurant and Institutional Education conference*, Providence, RI.

**Guchait, P.**, & Namasivayam, K. (2011). Team knowledge and team effectiveness. *16<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX.

**Guchait, P.**, Anner, M., & Wu, L. (2011). Customer perceptions of corporate social responsibility of service firms: Impact on customer attitudes and behavioral intentions. *16<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX.

**Guchait, P.**, Kim, M., & Namasivayam, K. (2010). Apology at different organizational levels: Explaining the relationship between service recovery efforts and customer satisfaction using perceived control and perceived fairness. *15<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism*, Washington, DC.

Cho, S., Johanson, M., & **Guchait, P.** (2008). Employees intent to leave: A comparison of determinants of intent to leave versus intent to stay. *13<sup>th</sup> International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.

**Guchait, P.**, & Cho, S. (2008). HRM practices and organizational commitment: Examining mediating effects of perceived organizational support. *13<sup>th</sup> International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.

## CONFERENCE PRESENTATIONS

- Guchait, P.** (2015). "Should Organizations Be Forgiving or Unforgiving? A Two-Study Replication of How Perceived Forgiveness Climate in Hospitality Organizations Drives Employee Attitudes and Behaviors." *International Council on Hotel, Restaurant and Institutional Education conference*, Orlando, FL.
- Guchait, P.**, & Pasamehmetoglu, A. (2015). "Error Management Culture: Impact on Cohesion, Stress, and Turnover Intentions." Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, Orlando, FL.
- Guchait, P.**, Pasamehmetoglu, A., & Tracey, B. (2014). The interaction effect of supervisor and co-worker support for error management on service recovery performance and helping behaviors of restaurant employees. Paper presented at the *19<sup>th</sup> International Council on Hotel, Restaurant and Institutional Education conference*, San Diego, CA.
- Guchait, P.**, Back, K., & Suh, J. (2014). Impact of error management culture on service recovery performance and helping Behaviors. *World Hospitality & Tourism Forum*, South Korea.
- Guchait, P.**, & Back, K. (2014). Effects of perceived organizational and supervisor support on commitment, citizenship behaviors, and turnover Intentions – A cross-cultural study. *Asia Pacific Tourism Association Conference*, Vietnam.
- Guchait, P.** (2013). "The mediating effect of team psychological safety between transactive memory systems and team outcomes in service-management teams." Paper presented at the *Southern Management Association*, New Orleans, LA.
- Guchait, P.**, & Tews, M. J. (2013). "Influence of team knowledge on team effectiveness." Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, St. Louis, MO.
- Guchait, P.**, & Hamilton, K. (2012). "Team engagement: An empirical investigation of its antecedents and outcomes." Paper presented at the *Southern Management Association*, Fort Lauderdale, FL.
- Guchait, P.**, Kim, M., & Roseman, M. (2012). "Does error management at multiple organizational levels enhance customer self-esteem and delight?" Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, Providence, RI.
- Guchait, P.**, & Namasivayam, K. (2011). "Team knowledge and team effectiveness." Poster presented at the *16<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.

- Guchait, P., Anner, M., & Wu, L.** (2011). "Customer perceptions of corporate social responsibility of service firms: Impact on customer attitudes and behavioral intentions." Poster presented at the *16<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.
- Guchait, P., Kim, M., & Namasivayam, K.** (2010). "Apology at different organizational levels: Explaining the relationship between service recovery efforts and customer satisfaction using perceived control and perceived fairness." Paper presented at the *15<sup>th</sup> Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Washington, DC.
- Guchait, P., & Namasivayam, K.** (2010) "Error management at different organizational levels: Frontline, manager, and company: Mediation of perceived control and fairness. Poster presented at the *Graduate Exhibition, The Pennsylvania State University*, April, University Park, PA.
- Cho, S., & **Guchait, P.** (2009). Psychological contract and perceived organizational support in India: Investigating the impact on intention to leave. Poster presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, July, San Francisco, CA.
- Guchait, P., & Cho, S.** (2008). HRM practices and organizational commitment: Examining mediating effects of perceived organizational support. Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.
- Cho, S., Johanson, M., & **Guchait, P.** (2008). Employees intent to leave: A comparison of determinants of intent to leave versus intent to stay. Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.
- Guchait, P., & Cho, S.** (2008). The impact of human resource management practices on intention to leave: The mediating role of organizational commitment. Paper presented at the *13<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January, Orlando, FL.
- Guchait, P., & Cho, S.** (2007). The effects of employee compensation on productivity, sales and turnover. Paper presented at the *12<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.

## **WORK- IN-PROGRESS**

- Zhe, C., & **Guchait, P.** Impact of generational differences on work engagement: Moderation of race, gender, socio-economic status, and education. Target for *Personality and Social Psychology*.

- Liu, Y., & **Guchait, P.**, & Abbott, J. Stealing thunder: Impact on customer satisfaction and behavioral intentions. Target for *Cornell Hospitality Quarterly*.
- Guchait, P.**, & Han, J. Error orientation: Scale validation and impact on service recovery performance. Target for *Cornell Hospitality Quarterly*.
- Guchait, P.**, Pasamehmetoglu, A., Back, K., & Madera, J. Impact of error management culture on service recovery performance and helping behaviors. Target for *Journal of Hospitality & Tourism Research*.
- Guchait, P.**, Zhao, X., Hua, N., & Okumus, F. Error management culture and work engagement: A two study replication. Target for *Cornell Hospitality Quarterly*.
- Guchait, P.**, Hua, N., & Gregory, A. The impact of error management culture on effectiveness of top management teams in resorts: examining the role of team trust. Target for *Cornell Hospitality Quarterly*.
- Guchait, P.**, & Back, K. How can organizations create an error management culture? Examining behavioral integrity, trustworthiness, and collective efficacy. Target for *Cornell Hospitality Quarterly*.
- Guchait, P.**, Pasamehmetoglu, A., & Madera, J. Examining the mediating role of trust and fairness between error management culture and outcomes. Target for *Journal of Hospitality & Tourism Research*.
- Simons, T., **Guchait, P.**, & Pasamehmetoglu, A. Linking leader behavioral integrity with employee job burnout. Target for *International Journal of Contemporary Hospitality Management*.
- Guchait, P.**, Simons, T., & Pasamehmetoglu, A., & Meurs, J. Linking behavioral integrity of leaders with departmental performance in hotels: A trickle-down effect. Target for *Journal of Applied Psychology*.
- Guchait, P.**, and Neal, J. Impact of food safety culture on employee attitudes and safety behaviors. Target for *International Journal of Hospitality Management*.
- Guchait, P.**, Dawson, M., & Neal, J. Creating a safe climate in classrooms for learning. Target for *Journal of Hospitality & Tourism Education*.



## NON-REFEREED PUBLICATIONS/PRESENTATIONS

- Guchait (February, 2016). Not learning from an error is an error.  
[http://www.hospitalitynet.org/news/4074232.html?utm\\_source=ActiveCampaign&utm\\_medium=email&utm\\_content=Hospitality+Net+360+Tuesday+|+February++9&utm\\_campaign=Hospitality+Net+360+Tuesday+|+February++9](http://www.hospitalitynet.org/news/4074232.html?utm_source=ActiveCampaign&utm_medium=email&utm_content=Hospitality+Net+360+Tuesday+|+February++9&utm_campaign=Hospitality+Net+360+Tuesday+|+February++9)
- Guchait, P. (2015). Managing your future employees. Invited presentation at the Hospitality Financial and Technology Professionals (HFTP) Houston chapter, Houston, TX.
- Guchait (August, 2015). How to manage errors effectively in hotels and restaurants.  
<http://cge.usil.edu.pe/how-to-manage-service-errors-effectively-in-hotels-and-restaurants/>
- Guchait, P. (2014). When money can't buy you love. A new approach to structuring bonus and incentive programs. Invited presentation at the Hospitality Financial and Technology Professionals (HFTP) Annual Convention and Tradeshow, New Orleans, LA.
- Guchait, P. (2014). When money can't buy you love. A new approach to structuring bonus and incentive programs. *The Bottomline*, 29, 24-27.
- Guchait, P. (2014). Getting to know your future employees: The Nextgen professional. Invited presentation at the Hospitality Industry Technology Exposition and Conference (HITEC), Los Angeles, CA.
- Guchait, P. (2013). Seminar on teamwork and leadership. University of Houston, Houston, TX.
- Guchait, P. (2010). The transition from subordinate to leader: Challenges and Solutions. *On The Go*, Fall, 18-19.
- Guchait, P. (2009). Impact of perceived control and fairness on effectiveness of performance appraisal systems for managers in hospitality industry, Department of Psychology, The Pennsylvania State University, Spring, University Park, PA.
- Guchait, P. (2009). Corporate social responsibility of hospitality firms: Impact on customer attitudes and behavioral intentions. Department of Human Resources and Employment Relations, The Pennsylvania State University, Fall, University Park, PA.
- Guchait, P. (2008). Utilizing social capital of current employees for hiring: Impact on performance, retention, and OCB of new hires. Smeal College of Business, The Pennsylvania State University, Spring, University Park, PA.
- Guchait, P. (2007). Employee empowerment and customer perceptions of fairness during service encounters. School of Hospitality Management, The Pennsylvania State University, Fall, University Park, PA.

## COLLABORATIONS

University of Central Florida, Orlando, FL  
Cornell University, Ithaca, NY  
Özyeğin University, Turkey  
University of Missouri, Columbia, MO  
Sun Yat Sen University, China  
Department of Career Services, The Pennsylvania State University, PA  
Dodsal Corporation Pvt. Ltd., Mumbai, India  
Hoss's Steak and Sea House, Inc., Duncansville, PA  
Marriott Hotels and Resorts  
Darden Restaurants  
Texas Hotel and Lodging Association  
Hospitality Leadership Institute, The Pennsylvania State University, PA  
University of Mississippi, University, MS  
HireVue, Inc., Draper, Utah  
University of Houston, Houston, TX

## RESEARCH EXPERIENCE

**Assistant Professor, University of Houston, July 2012-present**

### **Responsibilities:**

- Prepared manuscripts for publications and conference presentations
- Reviewed literature, developed conceptual models, and designed survey-based and experimental studies
- Developed and validated scales, and developed survey instruments
- Coordinated data collection efforts, and managed data
- Used Hierarchical Linear Modeling, Structural Equation Modeling, Multiple Regression, MANOVA, and ANCOVA to analyze data
- Performed data analysis using SPSS and AMOS
- Submitted grant proposals
- Collaborated with international scholars

**Assistant Professor, University of Mississippi, September 2011-June 2012**

### **Responsibilities:**

- Prepared manuscripts for publications and conference presentations
- Reviewed literature, developed conceptual models, and designed survey-based and experimental studies
- Developed and validated scales, and developed survey instruments
- Conducted focus group interviews, and developed written and video scenarios

- Coordinated data collection efforts, and managed data
- Used Hierarchical Linear Modeling, Structural Equation Modeling, Repeated Measures, Multiple Regression, MANOVA, and ANCOVA to analyze data
- Performed data analysis using SPSS, AMOS, and STATA

**Research Assistant, The Pennsylvania State University**, August 2007-July 2011  
Supervisor: Dr. Karthik Namasivayam

**Responsibilities:**

- Used Hierarchical Linear Modeling, Structural Equation Modeling, Repeated Measures, Multiple Regression, MANOVA, and ANCOVA to analyze data
- Performed data analysis using SPSS, STATA, AMOS, and LISREL
- Prepared organizational reports, manuscripts for publications and conference presentations
- Reviewed literature, developed conceptual models, and designed survey-based and experimental studies
- Developed and validated scales, and developed survey instruments
- Conducted focus group interviews, and developed written and video scenarios
- Coordinated data collection efforts, and managed data

**Research Assistant, University of Missouri**, January 2006-August 2007  
Supervisor: Dr. Seonghee Cho

**Responsibilities:**

- Performed research and designed studies
- Developed survey instruments (paper-and-pencil, and online)
- Coordinated data collection efforts (U.S., India, South Korea)
- Performed data management and analysis
- Prepared organizational reports, manuscripts for publications and conference presentations

**SERVICE**

**Faculty Advisor, Eta Sigma Delta**, August 2015-present  
*College of Hotel and Restaurant Management, University of Houston*

**Editorial Board**, January 2015-present  
*International Journal of Contemporary Hospitality Management*

**Ad Hoc Reviewer**, August 2013-present  
*Cornell Hospitality Quarterly*

**Ad Hoc Reviewer**, November 2013-present  
*International Journal of Hospitality Management*

**Ad Hoc Reviewer**, August 2012-present  
*International Journal of Contemporary Hospitality Management*

**Ad Hoc Reviewer**, August 2011-present  
*Journal of Hospitality & Tourism Research*

**PhD Dissertation Chair**, August 2015- present  
*College of Hotel and Restaurant Management, University of Houston*

- Jiyeon Han

**Graduate Thesis Chair**, January 2013- present  
*College of Hotel and Restaurant Management, University of Houston*

- Haohan Wu
- Huiyuan Gu (Graduated May 2016)
- Stella Xu (Graduated May 2016)
- Sheng Yao
- Cai Zhe (Graduated May 2016)
- Lissette Gonzalez (Graduated August 2015)
- Elena Kazakova (Graduated August 2014)
- Shina Bharadwaja (Thesis committee member)
- Hillary Norwood (Thesis committee member)

**Member, Faculty Search Committee, 2015**  
*College of Hotel and Restaurant Management, University of Houston*

**Chair, General Business Sub-curriculum Committee**, September 2015 - present  
*College of Hotel and Restaurant Management, University of Houston*

**Research Committee Member, I-CHRIE**, November 2015 – present

**Faculty Advisor, Disney College Program**, July 2013-July 2015  
*College of Hotel and Restaurant Management, University of Houston*

**Assistant to the Editor** (Dr. David Cranage), January 2011-August 2011  
*Journal of Foodservice Business Research, University Park, PA*

**Responsibilities:**

- Corresponded with authors
- Proofread and edited manuscripts
- Reviewed manuscripts, citations, references, figures, and tables based on APA format

## AFFILIATIONS

International Council on Hotel, Restaurant and Institutional Education, Member, 2012-present  
Southern Management Association, Member, 2012-present  
Ole Miss Ambassadors for Southern Hospitality, Ole Miss, Advisor, October 2011-May 2012  
Society of Human Resource Management, Member, 2010-2011  
Academy of Management, Member, 2010-2011  
School of Hospitality Management Graduate Student Association, The Pennsylvania State University, Member, 2010-2011  
Cultural Association of India, University of Missouri, President, 2006-2007

## AWARDS & HONORS

**Best Paper Award**, ICHRIE, 2016

**Certificate of Excellence for Extraordinary Achievements**, Office of the Provost, University of Houston, 2015

**Best Paper Award**, Southern Management Association, 2013

**New Faculty Research Award**, University of Houston, 2013

**Quality Enhancement Program FY13 Grant**, University of Houston, 2013

**Graduate Student Dissertation Research Support Award**, College of Health and Human Development, The Pennsylvania State University, 2010

**Student Professional Development Scholarship**, College of Health and Human Development, The Pennsylvania State University, 2009

## TEACHING EXPERIENCE

### TEACHING INTERESTS

#### Undergraduate

- Human Resource Management
- Organizational Behavior
- Leadership
- Research Methods

#### Graduate

- Human Resource Management
- Organizational Behavior
- Teams and Leadership
- Research Methods

**Assistant Professor, University of Houston, August 2012-present**

Course: Human Resource Management (HRMA 3352)  
Leadership in Hospitality Industry (HRMA 4353)  
Multivariate Data Analysis (HRMA 8303)

**Responsibilities:**

Developed syllabus, planned course, developed lectures and PowerPoint, conducted research for class-related activities, videos, and case studies, managed course on Blackboard, taught course, maintained office hours, managed student problems, developed exams, quizzes, and class projects, graded, provided feedback, and motivated students

**Assistant Professor, University of Mississippi, January 2012-May 2012**

Course: Marketing in Hospitality Industry (NHM 464)  
Hospitality Industry Accounting (NHM 310)

**Responsibilities:**

Developed syllabus, planned course, developed lectures and PowerPoint, conducted research for class-related activities, videos, and case studies, managed course on Blackboard, taught course, maintained office hours, managed student problems, developed exams, quizzes, and class projects, graded, provided feedback, and motivated students

**Instructor, The Pennsylvania State University, January 2011-May 2011**

Course: Human Resource Management in Hospitality (HRIM 466)

**Responsibilities:**

Developed syllabus, planned course, developed lectures and PowerPoint, conducted research for class-related activities, videos, and case studies, managed course on Angel taught course, maintained office hours, managed student problems, developed exams and quizzes, graded, provided feedback, and motivated students

**Guest Lecturer, The Pennsylvania State University, August 2010-May 2011**

Course: Organizational Behavior in Hospitality (HRIM 365)

**Responsibilities:**

Taught course, developed lectures and PowerPoint, quizzes and exams

**Teaching Assistant, The Pennsylvania State University, August 2007-May 2011**

<b>Supervisor</b>	<b>Course Assisted</b>	<b>Semester</b>
Dr. Michael Tews	Human Resource Management in Hospitality (HRIM 466)	Spring 2011 Fall 2009
Dr. Martha Conklin & Mr. Jim Korner	Leadership (Hospitality Leadership Institute)	Spring 2009 Fall 2009
Dr. Daniel Mount	Hotel Management (HRIM 380)	Fall 2008
Mr. Peter Nyheim	Introduction to Hospitality Technology (HRIM 271)	Fall 2008
Dr. Karthik Namasivayam	Organizational Behavior in Hospitality (HRIM 365)	Spring 2008 Fall 2007

**Responsibilities:**

- Assisted with teaching (taught classes), grading (quizzes, exams, projects, class assignments, and attendance), developing lectures and PowerPoint
- Mentored students (assisted with individual and group projects, class assignments, and conducted exam reviews)
- Managed course on Angel (course management system), entered and analyzed course evaluation data, prepared course evaluation reports, and provided suggestions for course improvement
- Conducted research and prepared reports on latest trends in hospitality industry (use of technology, human resources), and performances of hospitality firms from 1990-2008

**Teaching Assistant, University of Missouri, January 2006-August 2007**

<b>Instructor</b>	<b>Course Assisted</b>	<b>Semester</b>
Dr. Dae-Young Kim	Marketing (HRM 4273)	Spring, 2007
Dr. Johye Hwang	Food Service Operations Management (HRM 3153)	Fall, 2006
Dr. Seonghee Cho	Strategic Management (HRM 4243)	Spring, 2006

**Responsibilities:**

- Assisted with grading, developing lectures and PowerPoint
- Assisted students with projects and assignments, and conducted exam reviews
- Managed course on Blackboard (course management system), and assisted with development/changes of course content

**GRADUATE CLASSES TAKEN**

<b>Doctoral Seminars</b>	<b>Research Methods and Data Analyses</b>
<ul style="list-style-type: none"> <li>• Organizational Theory</li> <li>• Micro Organizational Psychology</li> <li>• Macro Organizational Psychology</li> <li>• Leadership</li> <li>• Performance Appraisal</li> <li>• Personnel Selection</li> <li>• Hospitality Management</li> </ul>	<ul style="list-style-type: none"> <li>• Structural Equation Modeling</li> <li>• Multivariate Data Analysis (I &amp; II)</li> <li>• Data Analysis</li> <li>• Research Methods II</li> <li>• Research Methods I</li> <li>• Regression</li> <li>• ANOVA</li> </ul>
<b>Related Courses</b>	<b>Hospitality Courses</b>
<ul style="list-style-type: none"> <li>• Human Resource Management</li> <li>• Organizational Behavior</li> <li>• International HR</li> <li>• Labor Economics</li> <li>• Labor Relations</li> <li>• Employment Law</li> <li>• Financial Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic Management in Hospitality</li> <li>• HRM in Hospitality</li> <li>• College Teaching in Hospitality (I &amp; II)</li> <li>• Research in Hospitality</li> </ul>

## **WORKSHOPS/ CERTIFICATIONS**

**Cougar Chapter Leadership Academy, 2016-2017**

University of Houston

**Certified Hospitality Educator, 2013-2018**

American Hotel & Lodging Educational Institute

**College Teaching Certification, The Pennsylvania State University, Fall 2010**

Schreyer Institute for Teaching Excellence

**New Instructor Orientation, The Pennsylvania State University, Fall 2010**

Schreyer Institute for Teaching Excellence

**Grant Writing Workshop, The Pennsylvania State University, Fall, 2009**

The Graduate School

## **INDUSTRY EXPERIENCE**

**Reservations Associate, The Penn Stater Conference Center Hotel, Penn State Hospitality Services, University Park, PA. May 2010-October 2010**

**Responsibilities:**

Managed reservations, guest inquiry and complaints, confidential data, and additional projects (University Graduation, Football and Basketball Reservations)

**Student Manager and Customer Services, Campus Dining Services, University of Missouri, Columbia, MO. August 2005-August 2006**

**Responsibilities:**

Scheduled, assigned tasks, and performed front-and back-of-house operations

**Customer Services, Taj Mahal Restaurant, Columbia, MO. May 2006-August 2006**

**Responsibilities:**

Managed inventory, and guest services

**Project/Sales Engineer, Tech-Tips Engineering Services, Pune, India. December 2003-July 2005**

**Responsibilities:**

Managed client services, logistics, sales and promotions, and employee relations

**Project Trainee, TATA Iron and Steel Company, Jamshedpur, India. June 2002-July 2002**

**Responsibilities:**

Efficiency and cost control



## GRANTS

- Guchait, P., Madera, J., & DeFranco, A. (2016). American Hotel & Lodging Association Grant. Error Management Training in the Lodging Industry (\$50,000) (Submitted)
- Eldin, N., **Guchait, P.**, Senouci, A., Gao, L., & Hua, N. (2015). Collaborative Research: Importance of Error Management Culture in the Construction Industry: Examining Impact on Employee Performance, Attitudes, and Behaviors, and Organizational Performance. Submitted to National Science Foundation (\$234,000) (Not Received)

## PERSONAL INTERESTS

- **Sports** - played district-level cricket and college-level soccer and table-tennis
- **Organizing Events** - organized fashion shows, cultural events, and food festivals
- **Cooking** – enjoy cooking Indian, Chinese, and Mexican food