

Huy "Robert" Gip

Conrad N. Hilton College of Global Hospitality Leadership
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EDUCATION

Ph.D. Candidate in Hospitality Management Conrad N. Hilton College, University of Houston Advisor: Dr. Priyanko Guchait	Houston, TX 2023
M.S. in Hospitality Management Rosen College of Hospitality Management	Orlando, FL 2018
B.S. in Interdisciplinary Studies University of Central Florida Minor: Hospitality & Tourism Management	Orlando, FL 2016

UNIVERSITY PROFESSIONAL TRAINING

Event Management Certificate Rosen College of Hospitality Management	December 2017
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HONORS & AWARDS

Eta Sigma Delta Rosen Honors College	January 2015 - December 2016
Graduate with Honors in the Major The UCF Burnett Honors College	December 2016
The National Society of Leadership and Success University of Central Florida	December 2015 - January 2016

RESEARCH & TEACHING INTERESTS

- Human Resources
- Leadership
- Organizational Behavior
- Service Management

REFEREED JOURNAL ARTICLES

Gip, H., Do, Khoa T., Guchait, P., Garcia, F., Pasamehmetoglu, A. Employee Mindfulness and Creativity: When Emotions and National Culture Matter.

MANUSCRIPTS UNDER REVIEW

Peyton, T., **Gip, H.,** Do, Khoa T., Pasamehmetoglu, A., Guchait, P. How Authentic Leadership Cultivates Trust and Desirable Workplace Behaviors in Turkish Hotels: Commitment and Leader-Follower Value Congruence Matters.

Do, Khoa T., **Gip, H.**, Guchait, P., Wang, C., Baaklini, E. Empathetic Creativity for Frontline Employees in The Age of Service Robots: Conceptualization and Scale Development.

Gip, H., Guchait, P., Pasamehmetoglu, A., Khoa T. How organizational dehumanization impacts service employees' work behavior: the role of tenure and psychological well-being.

Khoa T., **Gip, H.**, Guchait, P., Wang, C. Competition or Collaboration: A Managerial Framework on Future Cobotic Workforce in Hospitality.

WORKING PAPERS

Guchait, P., **Gip, H.**, Collado, A., Madera, J., Peyton, T. Leadership Research in Hospitality and Tourism: A State-of-the-art Systematic Literature Review.

Wang, M., Hwang, Y., Shi, C., **Gip, H.** How Verbal Aggression from Both Managers and Customers Influences Frontline Service Employees Service Sabotage: The Role of Customer Orientation and Power Distance Beliefs.

Gip, H., Guchait, P., Pasamehmetoglu, A. How Servant Leadership Influences Frontline Service Employees Error Reporting: The Role of Error Tolerance and Gratitude.

Gip, H., Guchait, P., Pasamehmetoglu, A. The Impact of Abusive Leadership on Employees' Service Recovery Performance and Error Reporting: The Role of Masculinity and Shame.

TEACHING EXPERIENCE

Instructor August 2021 - Present

University of Houston

HRMA 3352: Human Resource Management, Face-to-face Mode, Undergraduate, 16 students

Teaching Assistant August 2017 - December 2018

Rosen College of Hospitality Management

HFT 1000: Introduction to Hospitality & Tourism

Teaching Assistant August 2017 - December 2018

Rosen College of Hospitality Management

HFT 2500: Hospitality & Tourism Marketing

Teaching Assistant August 2017 - December 2018

Rosen College of Hospitality Management

HFT 3540: Guest Services Management

REFERRED CONFERENCE PROCEEDINGS & PRESENTATIONS (SELECTED)

Gip, H., Do, Khoa T., Pasamehmetoglu, A., Guchait, P. How Authentic Leadership Cultivates Trust and Desirable Workplace Behaviors in Turkish Hotels: Commitment and

Leader-Follower Value Congruence Matters. *The 2021 Annual International Council on Hotel, Restaurant and Institutional Education (WFCHRIE), Virtual.*

Gip, H., Wang, M., Do, Khoa T., Guchait, P., Pasamehmetoglu, A. How the Experience of Shame and its Consequences Among Hospitality Frontline Employees: Does Difference of Industry Tenure Matter? *The 27th Annual Graduate Research Conference in Hospitality and Tourism. Houston, TX, USA.*

Gip, H., Do, Khoa T., Guchait, P., Garcia, F., Pasamehmetoglu, A. Does Mindfulness Influence Creativity? The Role of Employee Emotions and National Culture *The 27th Annual Graduate Research Conference in Hospitality and Tourism. Houston, TX, USA.*

INVITED LECTURE & PRESENTATIONS (NON-REFEREED)

Abusive Leadership March 2022
HRMA 4353 Leadership in the Hospitality Industry
Conrad N. Hilton College of Global Hospitality Leadership, University of Houston

Effective Employee Performance Management April 2021
HRMA 3352 Human Resource Management
Conrad N. Hilton College of Global Hospitality Leadership, University of Houston

UNIVERSITY SERVICE

The National Association for Catering & Events August 2015 - December 2016
Secretary, UCF
The National Association for Catering & Events August 2014 - December 2015
Committee member, UCF

INDUSTRY EXPERIENCE

Event Concierge Orlando FL, March 2016 - June 2016
Hyatt Orlando

- Utilized in-depth knowledge of meeting spaces, times, and specific event details to better direct guests towards their destination.
- Monitor guest experience to ensure and maximize a comfortable stay.

Golf Attendant Orlando FL, May 2016 - July 2016
Disney's Magnolia Golf Course

- Provided quality services by accompanying guests to car and loaded golf clubs into vehicle.
- Maintained cleanliness and quality appearance of available golf cart fleet.

Logistic Coordinator Orlando, FL December 2015- May 2016
Lowe & Behold

- Created professional relationships with key clients to identify and fulfill their event requests.
- Performed on-site operations including floral deliveries, event set-up, and strike.

- Monitored and tracked the flow of goods in and out of the warehouse by recording stock and executed orders.
- Traced the status of all ongoing operations and ensured that each stage of the distribution process got delivered on time, under budget, and in line with quality standards.

Manager

Orlando, FL June 2015 - December 2016

Dainty Day Spa,

- Tracked stylist commission, inventory, upcoming appointments, and opening/closing register using the “MINDBODY” (spa management software).

Assistant Manager

Pinellas Park FL, March 2011- December 2013

Season’s Cafe and Bakery

- Trained employees on proper procedures and took actions to correct any employee mistakes to improve the quality of service. Responding to all customer complaints or queries in an efficient manner.
- Guided procedures for receiving product, price marking, and restocking cases to ensure quality protection, accuracy, and product rotation were followed.

Server

Halong Bay Vietnamese Cuisine

Pinellas Park FL, July 2008 - March 2011

- Carefully managed each individual credit card and/or cash transaction billed to the customer upon meal completion
- Alerted chef to use caution while cooking for guests with specific food allergies