



**Dr Dennis Reynolds**

Associate Director and Ivar Haglund Distinguished Professor of  
Hospitality Management  
School of Hospitality Business Management  
Washington State University

**Dennis Reynolds**, the Associate Director and Ivar Haglund Distinguished Professor of Hospitality Management at the Washington State University School of Hospitality Business Management, teaches and conducts research on management topics of interest to the hospitality industry. His teaching – targeting undergraduate, graduate, and executive-education students – centers on global service-management issues.

Dr Reynolds' research focuses on pathways leading to enhanced managerial efficiency and effectiveness, especially in service organizations, through the application of operations-management tools and techniques. Recent papers have also addressed the related effects of management feedback on subordinate's self-efficacy and a new approach to evaluating operational efficiency for multiunit restaurant organizations.

Prior to joining WSU's College of Business, Dr Reynolds was the J. Thomas Clark Professor of Entrepreneurship and Personal Enterprise at the Cornell University School of Hotel Administration, at which he received numerous honors including the 2002 Teacher of the Year Award. He holds a doctoral degree from Cornell University in hospitality management and a Master of Professional Studies degree with a concentration in management operations also from Cornell, as well as a Bachelor of Science degree in hotel, restaurant, and institutional management from Golden Gate University.



**Professor Robert H. Bosselman**

Professor and Chair of the Department of Apparel,  
Educational Studies & Hospitality Management  
Iowa State University

Dr Robert H. Bosselman serves as Professor and Chair of the Department of Apparel, Educational Studies and Hospitality Management at Iowa State University. He is responsible for three separate programs in the department; Family & Consumer Sciences, Hospitality Management, and Textiles and Clothing. The three departments have undergraduate, masters, and doctoral degree programs. There are currently 800 undergraduate students and 125 graduate students. Prior to taking his current position in late summer 2007, Dr Bosselman served as Director of the Dedman School of Hospitality at Florida State University. He also served as Director of the International Center for Hospitality Research & Development. In his tenure at Florida State, Dr Bosselman doubled undergraduate enrollment, faculty publications, and funded research.

Prior to his service at Florida State, Dr Bosselman served as Professor and Associate Dean in the Harrah College of Hotel Administration at University of Nevada Las Vegas. Dr Bosselman assisted in the development of the doctoral program, drafting guidelines for admission, curriculum, and dissertation. Of the twelve doctoral students who completed their degree, eleven are currently working in hospitality higher education. Dr Bosselman also served a term as Chair of the Food and Beverage Management Department. During his chairmanship, a four-year culinary arts management degree program was created, that has since become the model for all 2 + 2 such programs.

Dr Bosselman began his academic career in the Department of Hotel, Restaurant & Travel Administration at University of Massachusetts. In addition to earning tenure and promotion to associate professor, he served as interim department chair. In this brief appointment, he stabilized the program, eliminated debt, and brought in \$25,000 from interested alumni.

Dr Bosselman has been active in ICHRIE, the leading association for hospitality education, serving as President in 2005-2006. He also served as editor of the Hospitality & Research Journal, the Journal of Hospitality Education, and the Gaming Research Journal.

Dr Bosselman earned his doctoral degree in food systems administration from Oklahoma State University, his master's degree in hotel and restaurant administration from Florida International University, and a bachelor's degree in biology from University at Buffalo.

Dr Bosselman is married with one daughter, and currently resides in Ames, Iowa.



**Dr Basak Denizci**  
Assistant Professor  
School of Hotel & Tourism Management  
The Hong Kong Polytechnic University

Dr Basak Denizci is an Assistant Professor at the School of Hotel and Tourism Management at the Hong Kong Polytechnic University. She received a B.S. degree in tourism and hotel Management from Bilkent University, a M.S. degree in hotel administration from the University of Massachusetts, Amherst, and a Ph.D. degree in hospitality financial management from the Pennsylvania State University.

She is the contributing editor-book reviews of the Journal of Hospitality Financial Management and editorial board member of the European Journal of Tourism Research. Prior to her appointment at the Hong Kong Polytechnic University, she worked for University of South Carolina as an assistant professor.

Her academic research interests include asset pricing models, valuation in the hospitality industry, and measuring human capital in service organizations. Dr Denizci has presented her research papers in several conferences including International Council on Hotel, Restaurant and Institutional Education (I-CHRIE) Annual Conference and Exposition and Annual Conference of the Association of Hospitality Financial Management Education. She published her work in the Journal of Hospitality Financial Management and the Journal of Intellectual Capital.

She is a member of International Council on Hotel, Restaurant and Institutional Education (I-CHRIE), The Association of Hospitality Financial Management Educators (AHFME) and Hospitality Financial and Technology Professionals (HFTP). She served as co-secretary of HFTP South Carolina Chapter (2007-2008).



**Mr Thomas A. Maier**  
Vice President - Hotel Operations  
Red Lion Hotels Corporation

Mr Thomas Maier is currently Vice President-Hotel Operations for Red Lion Hotels Corporation, USA (NYSE:RLH). He is also a PhD candidate at Gonzaga University (USA) studying Philosophy in Leadership Studies.

He has more than 26 years of industry experience as a director of food and beverage, hotel general manager, operations director and mixed-use retail asset manager, also holding acquisition and construction development positions for Red Lion Hotels, and Starwood Hotels.

His primary academic research interests center on positive organizational scholarship theory and multigenerational perspectives in the hospitality workplace. Mr Maier has been educated in New York and Rhode Island, USA, with degrees in Restaurant Management, Hotel and Tourist Enterprises, and International Relations. He is an adjunct Professor at Gonzaga University teaching International Relations and guest lectures at Washington State University, and Whitworth College on career development, hotel operations and revenue management distribution principles.

Thomas has presented his academic research papers on positive organizational scholarship and multigenerational leadership at International symposiums in Hong Kong, Special Administrative Region of (PRC), 3<sup>rd</sup> Annual China Tourism Forum and Madrid, Spain for the United Nations World Tourism Organization (UNWTO)-Ulysses conference respectively. He has been published in the International Journal of Servant Leadership discussing Values based leadership.

He serves on the California Hotel and Lodging Association Board of Directors and Rochester Institute of Technology- International Advisory Board. He was a National charter member of Chef's Collaborative 2000; a healthy community based sustainable living organization.



**Mr William Mackay**  
Regional Vice President and General Manager  
Four Seasons Hotel Hong Kong

Mr Mackay is the Regional Vice President and General Manager of Four Seasons Hotel Hong Kong. He started his hospitality career some 30 years ago. He first joined Four Seasons Hotels and Resorts in 1982 as a Purchasing Manager in Four Seasons Clift Hotel, San Francisco in U.S.A., and since then has worked in a wide variety of properties in U.S.A., Canada, Japan, U.K., Italy, and recently in Hong Kong.

He graduated in 1975 with an honors degree in Hotel & Catering Administration at University of Surrey, England, U.K. He had completed a Certified Diploma in Accounting and Finance at Polytechnic Central London and Summer Program at Cornell University, U.S.A.



**Professor Kaye Chon**  
Chair Professor and Director  
School of Hotel & Tourism Management  
The Hong Kong Polytechnic University

A former hotel manager and tourism industry consultant, Professor Kaye Chon (PhD, CHE) is *Chair Professor and Director* of the School of Hotel and Tourism Management at The Hong Kong Polytechnic University. Professor Chon was previously Professor and Director of Tourism Industry Institute at the University of Houston in the United States.

In 2000, he was appointed Chair Professor and Director of the School at The Hong Kong Polytechnic University's School of Hotel & Tourism Management. Under Professor Chon's leadership, the School has become one of the world's leading academic institutions in hospitality and tourism management. In 2005, the School was ranked No. 4 in the global ranking of hospitality and tourism schools based on research output according to the *Journal of Hospitality and Tourism Research*.

As a frequent speaker at international conferences, Professor Chon has published over 200 papers in international journals and professional publications and has authored or edited eight books. One of his textbooks *Welcome to Hospitality: an Introduction* has been adopted as a textbook in more than 100 hospitality and tourism schools worldwide. He is currently the Chief Editor of the *Journal of Travel & Tourism Marketing*, the *Journal of Hospitality & Tourism Research*, and the *Asia Pacific Journal of Tourism Research*, and is the Editor-in-Chief of The Haworth Hospitality Press of New York.

In his university teaching that spans over 20 years, Professor Chon twice received "Teaching Excellence Award" and four times received "Research Excellence Award," including the "**John Wiley & Sons Award**" from International Council on Hotel, Restaurant and Institutional Education (I-CHRIE), "**Martin Oppermann Memorial Award**" from the International Society of Travel & Tourism Educators (ISTTE), "**Michael D. Olsen Award**" from the University of Delaware, and "**Founders Award in Research**" from Purdue University and the University of South Carolina for his lifetime contribution to scholarship and research in tourism/hospitality. In 2003, he received the prestigious "**FTA Hospitality Humanitarian Leadership Award**" from Fred Tibbitts and Associates of New York for his leadership and community services in global hospitality industry development. In the same year, he was also recognized by his alma mater Georgia State University as the "**Most Outstanding Alumni in 30 Years History**." In 2007, he received the "**Howard B. Meek Award**" which is the highest individual recognition a member of I-CHRIE may receive. It is presented to an I-CHIRE member in recognition of the individual's lifetime contributions to hospitality education.

Professor Chon is the former Chairman of the International Society of Travel & Tourism Educators and he is currently First Vice Chairman of World Tourism Organization Education Council.

Professor Chon is a graduate of the University of Maryland (AA), Georgia State University (BSc), University of Nevada, Las Vegas (MSc), and Virginia Polytechnic Institute & State University (PhD).

He has been listed in **Who's Who In The World**.