

**3rd International Conference on Services Management
May 9 - 10, 2008
Penn Stater Conference Hotel, University Park, PA
Conference Program and Presentation Schedule
Day 1 - Friday, May 9, 2008**

<p>8:00 to 8:45 AM</p> <p>Room 108</p>	<p>Opening Ceremony</p> <p>Dr. Hubert Van Hoof, Director of the School of Hospitality Management, Penn State University</p> <p>Dr. Kamlesh Misra, Director of the Institute for International Management, Oxford Brookes India</p> <p>Dr. Vinnie Jauhari, Regional Lead, Open Innovation, Hewlett Packard India</p> <p>Prof Mark Saunders, Assistant Dean, Head of Research and Doctoral Programs, Oxford Brookes University, UK</p> <p>Dr. Anne Crouter, Dean of the College of Health and Human Development, Penn State University</p>		
<p>8:45 to 9:30 AM</p> <p>Break Area</p>	<p>Breakfast Break and Registration</p>		
<p>9:30 to 10:30 AM</p> <p>Rooms 104, 105 & 106</p>	<p>1st Presentation Session – 3 Concurrent Sessions</p> <p><u>Session A – Track #1 – Strategies</u> Session Chair – Dr Yuksel Ekinici, Senior Lecturer in Hospitality Management, School of Management, University of Surrey, Guildford, UK</p> <p><u>A Comparative Assessment of Structural Equation Modeling (SEM) and Multiple Regression in Testing A Model of Commitment in B-to-C Travel Context</u> Khaldoon Nusair, Assistant Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL H. G. Parsa, Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL</p>	<p><u>Session B – Track #3 – Marketing</u> Session Chair – Dr. David A. Cranage, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA</p> <p><u>The Moderating Effect of Consumption Goals on the Relationship between Crowding and Perceived Service Quality</u> Breffni M. Noone, Assistant Professor, School of Hospitality Management, Pennsylvania State University, University Park, PA</p>	<p><u>Session C – Track #3 – Marketing</u> Session Chair – Dr. Vinnie Jauhari, Regional Lead, Open Innovation, Hewlett Packard India</p> <p><u>Market Orientation & its Impact on Service Quality - A Case Study of State Bank of India</u> Dr. Alka Sharma, Reader, The Business School, University of Jammu, Jammu, India Mr. Anil Gupta, Lecturer, The Business School, University of Jammu, Jammu, India</p>

	<p>Operational Strategies for Delivering Service Quality Dr. Gita A Kumta, Professor & HOD - Information Systems, SVKM's NMIMS University, Mumbai, India Mr. Sankalp Kumar, Student MBA II year, SVKM's NMIMS University, Mumbai, India</p> <p>Six Sigma (σ) within the Hospitality Industry: The Case of Starwood Hotels & Resorts David Pearlman, Assistant Professor, University of New Orleans, LA Harsha Chacko, Professor, University of New Orleans, New Orleans, LA Mike Andry, University of New Orleans, New Orleans, LA</p> <p>Refreshment Break</p> <p>2nd Presentation Session–3 Concurrent Sessions Session A – Track #1 – Strategies Session Chair – Dr. Daniel J. Mount, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA</p>	<p>Service Quality as a Component of the Hospitality Experience: Proposal of a Conceptual Model and Framework for Research Bonnie J. Knutson, Professor, School of Hospitality Business, Eli Broad College of Business, Michigan State University, East Lansing, MI Jeffrey A. Beck, Assistant Professor, School of Hospitality Business, Eli Broad College of Business, Michigan State University, East Lansing, MI SeungHyun Kim, School of Hospitality Business, Eli Broad College of Business, Michigan State University, East Lansing, MI Jaemin Cha, Assistant Professor, School of Hospitality Business, Eli Broad College of Business, Michigan State University, East Lansing, MI</p> <p>The Relationship of Stability, Controllability and Share-of-Wallet to Negative Word-of-Mouth Behaviors Dr. Anna Mattila, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA Dr. Daniel J. Mount, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA</p> <p>Session B – Track #3 – Marketing Session Chair – Dr. Fevzi Okumus, Associate Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL</p>	<p>Service quality in restaurant operations in Turkey “Work in progress” Ali Ünal, School of Applied Technology and Management, Tourism and Hotel Management Department, Bilkent University, Ankara, Turkey Eda Gürel, Assistant Professor, School of Applied Technology and Management, Tourism and Hotel Management Department, Bilkent University, Bilkent, Ankara, Turkey</p> <p>Service quality of the hotels in Turkey: Its impact on customer value, satisfaction, commitment and retention “Work in progress” Ayşın Paşamehmetoğlu, School of Applied Technology and Management, Tourism and Hotel Management Department, Bilkent University, Ankara, Turkey Eda Gürel, Assistant Professor, School of Applied Technology and Management, Tourism and Hotel Management Department, Bilkent University, Bilkent, Ankara, Turkey</p> <p>Session C – Track #3 – Marketing Session Chair – Dr. Breffni M. Noone, Assistant Professor, School of Hospitality Management, Pennsylvania State University, University Park, PA</p>
<p>10:30 to 11:00 AM Break Area</p>			
<p>11:00 AM to 12 Noon Rooms 104, 105 & 106</p>			

<p>12 Noon to 1:30 PM</p> <p>1:30 to 2:30 PM Rooms 104, 105 & 106</p>	<p>The Case Of A Less Travelled Transformational Service Strategy: The Differentiation Of Sun International's Gaming And Casino Division Daneel van Lill, Director, School of Tourism and Hospitality, Faculty of Management, University of Johannesburg, Johannesburg, South Africa</p> <p>Negotiating Hotel Operating Agreements for Mixed-Use Developments Robert Voelker, Head of Munsch Hardt Hospitality, Condominium & Mixed Use Group, Dallas, TX</p> <p>Corporate Social Responsibility: How To Measure Success By Inserting CSR-Specific Language Into Job Descriptions Vivienne J. Wildes, Assistant Professor, School of Hospitality Management, The Pennsylvania State University, University Park, PA</p> <p>Lunch in Gardens Restaurant</p> <p>3rd Presentation Session – 3 Concurrent Sessions</p> <p><u>Session A – Track #5 – Technology</u> Session Chair – Dr. R. Craig Coulter, Founder & Chief Scientist, HyperActive Technologies, Inc.</p>	<p>A Cluster Analysis of Young Adult College Students Beef Consumption Behavior Using the Constructs of a Proposed Modified Model of Planned Behavior David Rivera, Jr., Assistant Professor, Department of Hospitality Management, East Carolina University, Greenville, NC Hansel Burley, Associate Professor, Department of Educational Psychology & Leadership, Texas Tech University, Lubbock, TX 79409 Charlie R. Adams, Associate Professor, Department of Nutrition, Hospitality, & Retail, Texas Tech University, Lubbock, TX</p> <p>Components of Customer Equity in the Convention Industry Kimberly Severt, Associate Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando, FL Denver Severt, Associate Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando, FL Radesh Palakurthi, Professor and Graduate Coordinator, School of Hotel & Restaurant Administration, Oklahoma State University, Stillwater, Oklahoma</p> <p>An Investigation of the Relationship between Service Quality and Profitability in the UK Hotel Industry Dia Zeglat, PhD Candidate, School of Management, University of Surrey, Guildford, UK Yuksel Ekinci, Senior Lecturer in Hospitality Management, School of Management, University of Surrey, Guildford, UK Andrew Lockwood, Forte Professor of Management, School of Management, University of Surrey, Guildford, UK</p> <p><u>Session B – Track #3 – Marketing</u> Session Chair – Dr. Umashankar Venkatesh, Professor and Dean, Institute for International Management and Technology, Gurgaon, India</p>	<p>Antecedents and Consequences of Interaction Quality in Service Encounter: A Conceptual Framework Eid Al Otaibi, PhD Candidate, School of Management, University of Surrey, Guildford, UK Dr Yuksel Ekinci, Senior Lecturer in Hospitality Management, School of Management, University of Surrey, Guildford, UK Hesham Al-Sabbahy, Lecturer in Hospitality Management, School of Management, University of Surrey, Guildford, UK</p> <p>Service Quality Perceptions Of Customers Of Organized Retail In India – A Customer-Service Context. Umashankar Venkatesh, Professor and Dean, Institute for International Management and Technology, Gurgaon, India Kirti Dutta, Assistant Professor, Institute for International Management and Technology, Gurgaon, India Kamlesh Misra, Director, Institute for International Management and Technology, Gurgaon, India</p> <p>Pricing Discounts and Consumers' Perceptions: A Comparison Between Hospitality and Non-Hospitality Industries Hae Jin Yoon, Doctoral Candidate, Hospitality Management, Ohio State University, Columbus, OH Khaldoon Nusair, Assistant Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL H.G. Parsa, Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL Sandra Naipaul, Assistant Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL</p> <p><u>Session C – Track #3 – Marketing</u> Session Chair – Dr. H.G. Parsa, Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL</p>
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<p>2:30 to 4:00 PM Break Area</p>	<p>The development of an electronic supported database system as part of an integrated tourism information service and marketing management framework at Nelson Mandela Bay André B. Mynhardt, Executive Director: Commercial Operations, School of Tourism and Hospitality Faculty of Management, University of Johannesburg, Johannesburg, South Africa.</p> <p>Hospitality Technology Peter D. Nyheim, Instructor of Technology, School of Hospitality Management, The Pennsylvania State University, University Park, PA</p> <p>Poster Presentations & Refreshment Break</p> <p>Internal Communication Satisfaction, Commitment and Intentions Denver Severt, Associate Professor, Rosen College, University of Central Florida, Orlando, FL Giri Jogaratnam, Professor, Eastern Michigan University, Ypsilanti, MI</p> <p>People-To-People International Organization Kevin R. Fish, San Jose, CA</p> <p>Service Failure and Recovery in Technology-Based Self-Service Bo-Youn Lee, Graduate Student, School of Hospitality Management, Penn State University, University Park, PA David Cranage, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA</p>	<p>The Impact of Frontline Employee Empowerment on Service Quality In the Jordanian Restaurant Industry Khaled Odeh, PhD Candidate, School of Management, University of Surrey, Guildford, UK Andrew Lockwood, Professor, School of Management, University of Surrey, UK Yuksel Ekinici, Senior Lecturer, School of Management, University of Surrey, UK</p> <p>Psychometric Evaluation of a Single-Item, Kano-based Measure of Delightedness with Service Experiences Joong-won Lee, Assistant Professor, Department Recreation, Sport, and Tourism Management, University of St. Francis, Joliet, IL Gary Ellis, Professor, Department Recreation, Park, and Tourism Sciences Texas A & M University, College Station, TX Linda Ralston, Associate Professor, Department Park, Recreation, and Tourism, University of Utah, Salt Lake City, UT</p> <p>A Comparison of the Travel Preferences of Men and Women to New Orleans Pre-Katrina to Market Post-Katrina New Orleans Kim Williams, Assistant Professor, Lester E. Kabacoff School of Hotel, Restaurant, and Tourism, University of New Orleans, New Orleans, LA</p>	<p>Effects of Two Dimensions of Consumer Uncertainty on Online Pre-purchase Information Search: A Case with Online Hotel Booking Environment Chung Hun Lee, Graduate Student, School of Hospitality Management, Penn State University, University Park, PA David A. Cranage, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA</p> <p>Co-designing the Dish: the Effect of Customer Participation and Customization on Satisfaction Pei-Jou Kuo, Graduate Student, School of Hospitality Management, Penn State University, University Park, PA David Cranage, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA</p> <p>Service Quality, Relationship Building and Innovative Technologies in the Scottish Tourism Industry Betsy A. Pudliner, Assistant Professor, Hospitality Management School of Family and Consumer Sciences, Eastern Illinois University, Charleston, IL</p>
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<p>4:00 to 5:00 PM Rooms 104, 105 & 106</p>	<p>College and Elementary School Students Work Together to Develop a Food Product David Rivera, Jr., Assistant Professor, Department of Hospitality Management, College of Human Ecology, East Carolina University, Greenville, NC Melani W. Duffrin, Assistant Professor, Department of Nutrition & Dietetics, College of Human Ecology, East Carolina University, Greenville, NC Sharon Phillips, Instructor, Federal Hocking Local Schools, Stewart, OH</p> <p>Customers' Health Perception of Selected Fast-food Restaurants according to Their Nutritional Knowledge and Health Consciousness Jungjin Hwang, Graduate Student, School of Hospitality Management, Penn State University, University Park, PA David Cranage, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA</p> <p>Long Run Performance Analysis of Hospitality Businesses: In The Case of Hotel REITs Kwanglim Seo, Graduate Student, School of Hospitality Management, Penn State University, University Park, PA Amit Sharma, Assistant Professor, School of Hospitality Management, Penn State University, University Park, PA</p> <p>4th Presentation Session – 3 Concurrent Sessions</p> <p><u>Session A – Track # 2 Human Resources</u> Session Chair - Professor Mark Saunders, Assistant Dean, Head of Research and Doctoral Programs, Oxford Brookes University, UK</p> <p>Compensation Practices in Restaurants and the Impact on Service Quality Brian Miller, Ed.D., University of Delaware, USA</p>	<p><u>Session B – Track #3 – Marketing</u> Session Chair – Dr. David Bowen, Head of Doctoral Program, Department Hospitality, Leisure and Tourism Management Business School, Oxford Brookes University, UK</p> <p>Service Quality in the Commercial Passenger Transport Industry in India Nripendra Singh, Assistant Professor, Jaypee Business School, JIIT University, Noida, India William Koehler, Graduate Program Director, College of Management, University of Massachusetts, Boston, MA Mohan Agrawal, Director, Jaypee Business School, JIIT University, Noida, India</p>	<p><u>Session C – Track #3 – Marketing</u> Session Chair – Dr. Levent Altinay, Reader in Strategic Management in the Service Industry, Department of HLTM, Business School, Oxford Brookes University, Gipsy Lane Campus, Headington, Oxford, UK</p> <p>Exploring Service Quality Differentiation In Three And Five Star Hotel Accommodation In Gauteng, South Africa Christel Raubenheimer, Graduate Student, School of Tourism and Hospitality, Faculty of Management, University of Johannesburg, Johannesburg, South Africa</p>
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<p>5:00 to 6:30 PM</p> <p>6:30 to 7:00 PM</p> <p>7:00 to 9:30 PM</p>	<p>All Employees Are Not Created Equal: An Alternative Method of Assessing Employee Turnover Amanda Templeton, Doctoral Student, Rosen College of Hospitality Management, University of Central Florida, Orlando FL HG Parsa, Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL Dana Tesone, Associate Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL</p> <p>An Investigation of the Relationships among Employee Empowerment, Employee Perceived Service Quality and Employee Job Satisfaction in a U.S. Hospitality Organization Ping He, Doctoral Student, Department of Hospitality and Tourism Management, Virginia Polytechnic Institute and State University, Blacksburg, VA Suzanne K. Murrmann, Professor, Department of Hospitality and Tourism Management, Virginia Polytechnic Institute and State University, Blacksburg, VA Richard R. Perdue, Department Head and Professor, Department of Hospitality and Tourism Management, Virginia Polytechnic Institute and State University, Blacksburg, VA</p> <p>Open Time</p> <p>Reception – Cash Bar</p> <p>Dinner</p> <p>Key Note Speaker – Proctor & Gamble Professional</p> <p>Best Paper Awards with P&G and Dr. Hubert Van Hoof; Dr. Umashanker Venkatesh, Dean of the Institute for International Management, Oxford Brookes, India; Prof Mark Saunders, Assistant Dean, Head of Research and Doctoral Programs, Oxford Brookes University, UK</p>	<p>Service Quality in the Hospitality Industry: Expectations From the Perspectives of Managers and Customers R. Renganathan, Assistant Professor, School of Management, SASTRA University, Tamilnadu, India</p> <p>Expanding The E-Service Quality Concept To Include Customer Participation And Intercustomer Support In E-Service Provision Marianna Sigala, Professor, Department of Business Administration, Business School, University of the Aegean, Chios, Greece Evangelos Christou, Professor, Department of Business Administration, Business School, University of the Aegean, Chios, Greece</p>	<p>Assessing Influence of Switching Barriers on Service Recovery Evaluation in the Retail Banking Industry: Construct Development and Testing Fredy Valenzuela, Assistant Professor, University of New England, Armidale, Australia</p> <p>Exploring New Predictors of Service Fairness in a Restaurant Situation Yao-Yi Fu, Assistant Professor, Department of Tourism, Conventions, and Event Management, School of Physical Education and Tourism Management, Indiana University, Indianapolis, IN</p>
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3rd International Conference on Services Management
May 9 - 10, 2008
Penn Stater Conference Hotel, University Park, PA
Conference Program and Presentation Schedule
Day 2 - Saturday, May 10, 2008

8:00 to 8:45 AM

Room 108

Key Note Presentations – Introductions by Dr. Vinnie Jauhari

Dr. R. Craig Coulter, Founder & Chief Scientist, HyperActive Technologies, Inc.

Professor Mark Saunders, Assistant Dean, Head of Research and Doctoral Programs, Oxford Brookes University, UK

Breakfast Break

8:45 to 9:30 AM
Break Area

9:30 to 10:30 AM
Rooms 105 & 106

5th Presentation Session – 2 Concurrent Sessions

Session A – Track #4 Finance

Session Chair – Dr. Hubert Van Hoof, Director of the School of Hospitality Management, Penn State University

A Typology of Corporate Social Responsibility and Financial Performance in Services

Leonard A. Jackson, Assistant Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL
 H.G. Parsa, Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL

Value-chain assessment of hospitality services in Mozambique

Amit Sharma, Assistant Professor, The School of Hospitality Management, Penn State University, University Park, PA
 Iain T. Christie, Senior Research Associate, International Institute of Tourism Research, George Washington University, Washington D.C.

Sequential Impact of Interest Rates on Firm Specific Effective After-tax Interest Rate for Restaurant Firms

Mike Dalbor, Associate Professor, William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, Las Vegas, NV
 Arun Upneja, Associate Professor, School of Hospitality Management, Penn State

Session B – Track #3 – Marketing

Session Chair – Dr. Marianna Sigala, Professor, Department of Business Administration, Business School, University of the Aegean, Chios, Greece

Assessing Service Quality in UK Call Centers Using the ERIC Instrument

Jamie Lywood, Managing Director of Harding & Yorke, The Old Stables, Manor Farm Appleford-on-Thames, Oxfordshire, UK
 Yuksel Ekinci, Reader in Marketing, Department of MOM, Business School, Oxford Brookes University, Wheatley, UK
 Levent Altinay, Reader in Strategic Management in the Service Industry, Department of HLTM, Business School, Oxford Brookes University, Gipsy Lane Campus, Headington, Oxford, UK
 Merlin Stone, Professor, London, UK

Chinese vs. Korean (Manmandi vs. Ppali Ppali): Who are more patient? Cross-cultural study with quasi-experiment on time perception of two nationalities

Min Gyung Kim, Graduate Student, School of Hospitality Management, Penn State University

Applicability of Retail Service Quality Scale (RSQS) for Turkish Consumers: Preliminary Approach

Nihal Sütütemiz, Assistant Professor, Sakarya University, Sakarya, Turkey
 F. Anil Konuk, Research Assistant, Sakarya University, Sakarya, Turkey

<p>10:30 to 11:00 AM Break Area</p> <p>11:00 AM to 12 Noon Rooms 105 & 106</p>	<p>University, University Park, PA Nan Hua, Assistant Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL</p> <p>Refreshment Break</p> <p>6th Presentation Session – 2 Concurrent Sessions</p> <p>Session A – Track #6 – Education Session Chair – Dr. Daneel van Lill, Director, School of Tourism and Hospitality, Faculty of Management, University of Johannesburg, Johannesburg, South Africa</p> <p>The Dynamic Game: Skirting Beyond Access Problems In Academic Tourism Research David Bowen, Head of Doctoral Program, Department Hospitality, Leisure and Tourism Management Business School, Oxford Brookes University, UK Dr. Levent Altinay, Reader in Strategic Management in the Service Industry, Department of HLTM, Business School, Oxford Brookes University, Gipsy Lane Campus, Headington, Oxford, UK</p> <p>University B-School Vs Autonomous B –School a service process comparison -An Insight of Indian Higher Education Scenario G .Nagalingappa, Professor, Department of Management Studies, PES Institute of Technology, Bangalore, India S.Manoharan, Professor, Department of Management Studies, PES Institute of Technology, Bangalore, India</p> <p>Deployment of RFID in the Retail Services Sector Yavar Ehsan, Assistant Professor and Department Head - Information Technology, IILM Institute for Higher Education, New Delhi, India</p>	<p>Session B – Track #3 – Marketing – Session Chair – Dr. Kamlesh Misra, Director Institute for International Management and Technology, Gurgaon, India</p> <p>Service Quality and Visitor Satisfaction in Museums in Turkey “Work in progress” Eda Gürel, Assistant Professor, School of Applied Technology and Management, Tourism and Hotel Management Department, Bilkent University, Bilkent, Ankara, Turkey</p> <p>Franchising of Pre–School Education – An Indian Case Study Sunil Pevekar, Professor, ICFAI Business School, Bangalore, India</p> <p>The Use of an Expanded Rational Expectations Model to Examine the Effects of Social Influence on Young Adult College Students Intentions to Consume Beef David Rivera, Jr., Assistant Professor, Department of Hospitality Management, East Carolina University, Greenville, NC</p>
<p>12 Noon to 1:30 PM</p> <p>1:30 to 2:30 PM Rooms 108</p>	<p>Lunch in Gardens Restaurant</p> <p>Panel Presentation – Journal Editors</p> <p>H.G. Parsa, Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL. Honorary Editor in Chief, Journal of Foodservice Business Research</p> <p>Fevzi Okumus, Associate Professor, Rosen College of Hospitality Management, University of Central Florida, Orlando FL. Editor, International Journal of Contemporary Hospitality Management</p> <p>Fred DeMicco, Professor, Department of Hotel, Restaurant and Institutional Management, University of Delaware. Editor, HOSTEUR</p>	<p>Session A Session Chair –Dr.Amit Sharma, Assistant Professor of Hospitality Finance, School of Hospitality Management, Penn State University, University Park, PA</p> <p>The Formation of Reference Price in the Context of Demand-based Pricing Practices and Its Role in Consumer Perceptions of Price Fairness Alinda Kokkinou, Graduate Student, School of Hospitality Management, Penn State University, University Park, PA</p> <p>Changing Paradigm of Indian Milk Industry: A Demographic Study Tarika Singh, Lecturer of Finance/Marketing, Prestige Institute of Management, Gwalior, India Seema Mehta, Lecturer of Marketing, Prestige Institute of Management, Gwalior, India Parul Tyagi, Burbank, CA</p>

<p>2:30 to 3:00 PM Break Area</p> <p>3:00 to 4:00 PM Rooms 108</p>	<p>David Cranage, Associate Professor, School of Hospitality Management, Penn State University, University Park, PA. Editor, Journal of Foodservice Business Research</p> <p>Vinnie Jauhari, Regional Lead, Open Innovation, Hewlett Packard India. Editor, Journal of Services Research</p> <p>Refreshment Break</p> <p>Closing Ceremony 4th International Conference on Services Management, Oxford Brookes, 2009</p> <p>Dr. Hubert Van Hoof, Director of the School of Hospitality Management, Penn State University</p> <p>Dr. Kamlesh Misra, Director of the Institute for International Management, Oxford Brookes India</p> <p>Dr David Bowen, Head of Doctoral Program, Oxford Brookes University, UK</p>	<p>The Effect of Psychological Empowerment and Job Satisfaction on Service Quality</p> <p>Gabriel Gazzoli, Professor, Institut Hotelier Cesar Ritz, Le Bouveret, Switzerland</p> <p>Murat Hancer, Associate Professor, School of Hotel and Restaurant Administration, Oklahoma State University, Stillwater, OK</p> <p>Yumi Park, Doctoral Student, School of Hotel and Restaurant Administration, Oklahoma State University, Stillwater, OK</p>
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