

# CURRICULUM VITAE

**ERDOGAN H. EKIZ**  
*Ph.D., CHE, QLF*



## PERSONAL INFORMATION and CONTACT DETAILS

<b>Place of Birth</b>	Usak, Turkey		
<b>Date of Birth</b>	August 16, 1977		
<b>Nationality</b>	Turkish		
<b>Marital Status</b>	Married with two kids (wife and 2 kids are British and Canadian)		
<b>Address</b>	King Abdulaziz University, Faculty of Tourism, Office: 142, P.O Box 80200 Jeddah 21589, Kingdom of Saudi Arabia		
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## PROFESSIONAL OBJECTIVES

I have two key areas of interest. The first is services marketing, more specifically service failure, customer complaint and service recovery activities in tourism and hospitality. The second is investigating the effect of tourism's unique characteristics on tourist complaining behavior and related processes.

I am an enthusiastic researcher with excellent communication and interpersonal skills. I am able to meet deadlines and can work efficiently within a team or on my own initiative. I am very keen for knowledge and improving my skills to meet the challenges of the academic world. I am always interested in conducting academic research that will allow me to not only put my knowledge to use but to also provide me with new challenges.

## **EDUCATION**

### **Doctor in Philosophy\***

The Hong Kong Polytechnic University, School of Hotel and Tourism Management, *“Effects of Tourist Complaining Constraints on Justice Perceptions and Loyalty: Using Culture and Magnitude as Moderators”*.

**Aug. 2006 -  
Aug. 2011**

### **Master of Business Administration\***

Eastern Mediterranean University, Faculty of Business and Economics, *“Organizational Responses to Customer Complaints in Hotel Industry: Evidence from Northern Cyprus” / Graduated with distinction.*

**Sept. 2001 -  
Dec. 2003**

### **Bachelor of Science\***

Eastern Mediterranean University, School of Tourism and Hospitality Management / *Graduated with the highest distinction - Cum. GPA: 3.96 / 4.00, 1st GPA in the School and Department of the Tourism and Hospitality Management.*

**Sept. 1997 -  
June 2001**

**\* Above mentioned degrees are approved by The Council of Higher Education of the Republic of Turkey (YOK)**

## **EMPLOYMENT HISTORY**

### **Director of International Relations & Agreements Unit**

King Abdulaziz University, Faculty of Tourism, Saudi Arabia.

*Duties:* Developing and managing relationships with key international stakeholders, creating collaborative programs pertaining to international student and faculty, organizing external affairs events and meetings and coordinating internal and external engagements, working in conjunction with the Dean of Faculty.

**14 Nov. 2017 -  
Present**

### **Head of Travel and Tourism Department**

King Abdulaziz University, Faculty of Tourism, Saudi Arabia.

*Duties:* Developing a curriculum in collaboration with Hong Kong Polytechnic University, School of Hotel and Tourism Management, planning, organizing, leading and controlling the operational functions of the department.

**07 Apr. 2015 -  
14 Nov. 2017**

### **Associate Professor**

King Abdulaziz University, Faculty of Tourism, Saudi Arabia.

*Duties:* Teaching fulltime tourism, hospitality courses, conducting seminars, leading research and academic collaboration in the School, coordinating curriculum development.

**12 Mar. 2013 -  
Present**

### **Director of Studies and Visiting Research Fellow**

Cardiff Metropolitan University, London School of Commerce, United Kingdom

*Duties:* Supervising doctorate students, teaching part-time tourism,

**06 Jan. 2014 -  
Present**

hospitality courses at post-graduate level.

**Associate Professor (AdHoc Basis)**

Niagara College, Taif, KSA campus.  
*Duties:* Teaching part-time event management courses at graduate level.

**27 Sept. 2018 - Present**

**Associate Professor (AdHoc Basis)**

University of Derby, University of Worcester and University of Northampton's common degree programs under CMAS, KSA.  
*Duties:* Teaching part-time marketing and management courses at graduate and post-graduate level.

**15 Jan. 2013 - Present**

**Consulting & Management Training (AdHoc Basis)**

Batterjee Education & Training Academy (BETA) and Middle East Human Resources Alignment & Training (MEHRAT) centers  
*Duties:* Batterjee Education & Training Academy (BETA) and Middle East Human Resources Alignment & Training (MEHRAT) centers

**05 Feb. 2015 - Present**

**Associate Professor**

Al-Faisal University, Prince Sultan College for Tourism and Business, Department of Tourism & Hospitality, Saudi Arabia  
*Duties:* Teaching fulltime tourism, hospitality courses to undergraduate and master courses, leading research in the School, supervising master thesis.

**01 Dec. 2011 - 16 Jan. 2013**

**Senior Lecturer (equivalent of Assistant Professor)**

Taylor's University, Graduate School of Hospitality and Tourism, Malaysia.  
*Duties:* Teaching fulltime tourism, hospitality courses to undergraduate and master courses, supervising master thesis.

**06 July 2010 - 13 Dec. 2011**

**Lecturer**

I-Shou University, International College, Department of Tourism and Hospitality, Taiwan.  
*Duties:* Teaching fulltime tourism, hospitality and business courses.

**July 2009 - July 2010**

**Tutor & Teaching Assistant**

The Hong Kong Polytechnic University, School of Hotel and Tourism Management, Hong Kong.  
*Duties:* Tutoring and assisting various tourism courses, supervising graduation projects.

**Aug. 2006 - July 2009**

**Lecturer**

Cyprus International University, Faculty of Economics and Administrative Sciences, Department of Tourism and Hotel Management, Northern Cyprus.  
*Duties:* Teaching fulltime business and tourism courses, coordinating tourism internship programs

**Feb. 2005 - July 2006**

**Post Graduate Research/Teaching Assistant**

- Center for Tourism Research, Eastern Mediterranean University  
- 4th International Gazimagusa Symposium 2004, Faculty of Architecture, Northern Cyprus.

*Duties:* Acting as co-editor; in charge of type-setting of EMU Journal of Tourism Research; Organizing Committee Member; In charge of Preparation of Symposium Proceedings Book.

**Sept. 2001 -  
Jan. 2004**

**Travel Agency Staff**

Onur Tourism and Travel Agency, A Category, Gazimagusa, Northern Cyprus.

*Duties:* In charge of incoming transfers; coordinating/participating excursions; issuing tickets for national and international routes.

**Sept. 2003 -  
Jan. 2004**

**Post Graduate Research Assistant**

School of Tourism and Hospitality Mgmt., Eastern Mediterranean University, Northern Cyprus.

*Duties:* Responsible from tutorials of THM 317 - Fidelio Front Office and F&B THM 317 - Principles of Marketing, THM - 318 Marketing for Tourism and Hospitality.

**Jan. 2000 -  
Sept. 2001**

**Under Graduate Research Assistant**

- School of Tourism and Hospitality Mgmt., Eastern Mediterranean University, Northern Cyprus.

- Library, Eastern Mediterranean University, Northern Cyprus.

*Duties:* In charge of departmental works; handling library and internet research; responsible from periodicals section.

**Sept. 1996 -  
Dec. 1999**

**Front Office Staff**

Bilfer Palm Beach Hotel (5 Star), Gazimagusa, Northern Cyprus

*Duties:* Accepting reservations; handling daily reception works; responsible of room mini-bars; night auditing.

**June 1997 -  
Sept. 1997**

**Bartender / Bar Supervisor**

- TMT Bar, Salamina Disco, Gazimagusa, Northern Cyprus

- Cosmos Beach Hotel (5 Star), Alanya, Turkey

*Duties:* Coordination of bar setting; ordering & receiving beverages; scheduling service personnel; controlling transactions; depositing and recording money.

**June 1995 -  
Aug. 1999**

**Various Positions (Shift Manager)**

Burger King Co., 11 restaurants in various cities, Turkey

*Duties:* Working as; Staff, Service Expert, Service Supervisor, Shift Manager; responsible from recruitment and training of new staff

**Sept. 1993 -  
June 1996**

**ACADEMIC AWARDS and CERTIFICATES**

**Certified Hospitality Educator (CHE)** of American Hotel and

**Valid until  
Jan. 2023**

Lodging Educational Institute, May 2007 and Jan 2012, USA

**Qualified Learning Facilitator (QLF)** of École hôtelière de Lausanne, February - March 2015, Switzerland **No expiry date**

**Advanced Trainer with Distinction** of International Air Transport Association (IATA), February 2016, Switzerland **No expiry date**

**Workshop Attendance** - Structural Equation Modeling with Lisrel (Introductory - Intermediate - Advance), Hong Kong **Aug. 4 - 26, 2008**

**Basic Teaching Techniques Certificate** from Educational Development Center of The Hong Kong Polytechnic University, Hong Kong **Aug. 8-10 - Sept. 4-5 2007**

**Best Achievement Award** in V8 training course offered by Protel Fidelio Antalya, Turkey **Jan. 2006**

**Best Achievement Award** in training course offered by Protel Fidelio Gazimagusa, Northern Cyprus **Aug. 2002**

**Best Achievement Award** in English Proficiency Exam, Eastern Mediterranean University, Gazimagusa, Northern Cyprus **June 1996**

**Best Achievement Award** in Basic Management Training (BMT) program offered by Burger King Co. Istanbul / Turkey **Jan. - March 1995**

### **OTHER ACADEMIC RESPONSIBILITIES/POSITIONS**

<b>Name of the Journal / Responsibility</b>	<b>Dates</b>
<b><i>Middle East Representative</i></b> <i>Association of North America Higher Education International</i>	Nov. 2017 - present
<b><i>Regional Vice President for the Middle East</i></b> <i>International Tourism Studies Association</i>	Oct. 2014 - Nov. 2017
<b><i>Asia-Pacific Coordinator</i></b> <i>Journal of Travel and Tourism Research</i>	Dec. 2010 -
<b><i>Middle-East Coordinator</i></b> <i>Journal of Multidisciplinary Academic Tourism</i>	Feb. 2017 -
<b><i>Co-Founder and Director</i></b> <i>Khaled Al-Faisal Tourism Research Centre</i>	Feb. 2012 - Jan. 2013
<b><i>Consultant Editor</i></b> <i>Business and Economics Journal</i>	Jan. 2010 -
<b><i>Co-Founder and Managing Editor</i></b>	March 2007 - May

<i>International Journal of Management Perspectives</i>	2011
<b>Co-Editor</b> <i>Arab Journal of Business and Management Review</i>	July 2011 - May 2013
<b>Guest Editor of a Special Issue</b> <i>Tourism Dimensions - "Service Quality in Tourist Destinations"</i>	October 2014 - March 2015
<b>Guest Editor of a Special Issue</b> <i>Journal of Travel and Tourism Research - "Complaining Behavior in Travel, Tourism and Hospitality"</i>	October 2014 - June 2015
<b>Guest Editor of a Special Issue</b> <i>Journal of Human Resource Management - "Challenges and Opportunities in the Performance Measurement and Control Systems of Human Resources Management for the Services Industry"</i>	Feb. - Sept. 2015
<b>Member of Editorial Advisory/Review Board</b> <i>International Journal of Contemporary Hospitality Management (SSCI JOURNAL)</i>	Feb. 2012 -
<i>Journal of Service Theory and Practice - formally known as Managing Service Quality (SSCI JOURNAL)</i>	Oct. 2014 -
<i>Journal of Hospitality and Tourism Technology (Emerald)</i>	Nov. 2017 -
<i>Tourism Analysis (Cognizant Communication Corporation)</i>	April 2017 -
<i>e-Review of Tourism Research (Emerald)</i>	May 2015 -
<i>Tourism Review (Emerald)</i>	Feb. 2015 -
<i>International Interdisciplinary Business-Economics Advancement Journal</i>	Nov. 2017 -
<i>Journal of Tourism and Sports Management</i>	Oct. 2017 -
<i>Tourism Spectrum</i>	April 2015 -
<i>Journal of Gastronomy, Hospitality, and Travel</i>	Nov. 2017-
<i>Tourism Academic Journal / Turizm Akademik Dergisi</i>	March 2015 -
<i>Advances in Hospitality and Tourism Research: An International Journal</i>	Oct. 2013 -
<i>European Journal of Managerial Research</i>	Dec. 2017
<i>International Journal of Entrepreneurship &amp; Management Inquiries</i>	Dec. 2017

<i>CMR Journal of Innovation and Research</i>	Nov. 2014 -
<i>International Journal of New Trends in Arts, Sports and Science Education</i>	April 2012 -
<i>Researchers World - Journal of Arts, Science &amp; Commerce</i>	April 2013 -
<i>Tourism Development Journal</i>	March 2015 -
<i>Journal of Tourism and Services</i>	Sept. 2014 -
<i>Journal of Hospitality and Tourism</i>	May 2014 - 2016
<i>Journal of Management and Training for Industries</i>	March 2014 - 2016
<i>European Journal of Commerce and Management Research</i>	Jan. 2014 - 2016
<i>International Journal of Economics, Commerce and Management</i>	March 2014 - 2016
<i>International Journal of Hospitality and Event Management</i>	June 2012 - 2014
<i>International Journal of Tourism Perspectives</i>	May 2010 - 2012
<i>Asia-Pacific Journal of Innovation in Hospitality and Tourism</i>	Oct. 2011 - 2013
<i>American Journal of Tourism Management</i>	Jan. 2011 - 2013
<i>International Journal of Hospitality and Tourism</i>	July 2011 - 2013
<i>Estudios y Perspectivas en Turismo</i>	Nov. 2010 - 2012
<i>Business and Economics Journal</i>	Dec. 2009 - 2011
<i>Scholarly Research Journal for Interdisciplinary Studies</i>	April 2013 - 2017
<i>International Academy of Business and Economics</i>	Jan. 2009 - 2011
<i>The International Journal of Business Applications</i>	May 2013 - 2015
<i>The International Journal of Management and Marketing</i>	Aug. 2007 - 2008
<i>The Global Journal of Business and Finance Research</i>	Aug. 2007 - 2008
<i>Asian Journal of Marketing</i>	Jan. 2007 - 2009
<i>Asian Journal of Scientific Research</i>	Jan. 2007 - 2010
<i>Research Journal of Business Management</i>	Jan. 2007 - 2010
<i>International Journal of Consumer Studies</i>	Aug. 2006 - 2009
<i>International Journal of Social Sciences</i>	Dec. 2006 - 2009
<i>International Journal of Tourism Perspectives</i>	Sept. 2006 - 2009
<i>International Journal of Economic Perspectives</i>	Sept. 2006 - 2009
<i>International Journal of Business and Finance Research</i>	June 2005 - 2009
<i>International Journal of Hospitality, Events and Tourism</i>	Dec. 2010 - 2012

<i>Journal of Tourism and Travel</i>	Oct. 2008 - 2010
<i>International Journal of Tourism and Travel Management</i>	Feb. 2008 - 2009
<i>Journal of Social Sciences - Cag University Publications</i>	April 2006 - 2007
<i>Normatif: Aylık Ticaret ve Ekonomi</i>	April 2007 - 2008
<i>International Journal of Tourism and Hospitality Research</i>	June 2005 - 2006
<i>Journal of Information, Information Technology and Organization</i>	Jan. 2007 - 2009
<b>AD-HOC Reviewer</b> <i>Tourism Management (SSCI JOURNAL)</i>	(23 manuscripts) since June 2007
<i>Annals of Tourism Research (SSCI JOURNAL)</i>	(7 manuscripts) since April 2011
<i>International Journal of Contemporary Hospitality Management (SSCI JOURNAL)</i>	(33 manuscripts) since Oct. 2010
<i>International Journal of Hospitality Management (SSCI JOURNAL)</i>	(5 manuscripts) since Jan. 2010
<i>The Service Industries Journal Management (SSCI JOURNAL)</i>	(9 manuscripts) since Sept. 2012
<i>Journal of Service Theory and Practice - formally known as Managing Service Quality (SSCI JOURNAL)</i>	(15 manuscripts) since Nov. 2010
<i>Journal of Travel and Tourism Marketing (SSCI JOURNAL)</i>	(6 manuscripts) since July 2009
<i>Social Behavior and Personality: An International Journal (SSCI JOURNAL)</i>	(3 manuscripts) since July 2009
<i>The Anthropologist: International Journal Contemporary and Applied Studies of Man (SSCI JOURNAL)</i>	(2 manuscripts) since May 2005
<i>African Journal of Business Management (SSCI JOURNAL)</i>	Aug. 2011
<i>Journal of Hospitality Marketing and Management</i>	(19 manuscripts) since May 2008
<i>Journal of Hospitality and Tourism Technology</i>	(13 manuscripts) since Jan. 2012
<i>International Journal of Tourism Cities</i>	Jan. 2015
<i>Tourism Planning &amp; Development</i>	Feb. 2015
<i>Tourism and Hospitality Research</i>	July 2014
<i>Journal of Hospitality and Tourism Research</i>	June 2009



<i>Journal of Travel and Tourism Research</i>	May 2009
<i>Cross Cultural Management: An International Journal</i>	Oct. 2010
<i>European Journal of Tourism Research</i>	(4 manuscripts) since Feb. 2011
<i>Journal of Hospitality Application and Research</i>	(7 manuscripts) since May 2008
<i>International Journal of Tourism and Travel Management</i>	Dec. 2008
<i>Educational Research and Review</i>	Dec. 2008
<i>Current Research Journal of Social Sciences</i>	Since July 2009
<i>Asian Journal of Business Management</i>	Since June 2009
<i>African Journal of Business Management</i>	(2 manuscripts) since Jan. 2009
<i>Taylor's University Research and Development Office - Internal Reviewer</i>	(6 manuscripts) between Aug. 2010 - Feb. 2012
<i>2018 The 23rd Annual Graduate Education &amp; Graduate Student Research Conference in Hospitality and Tourism, 3-5 January, Texas Tech University, USA</i>	(2 manuscripts) Oct. 2017
<i>2017 The 22nd Annual Graduate Education &amp; Graduate Student Research Conference in Hospitality and Tourism, 5-7 January, Hong Kong Polytechnic University and University of Houston, USA</i>	(2 manuscripts) Dec. 2016
<i>2015 IMRA-IIMB International Conference, India</i>	(2 manuscripts) Dec. 2015
<i>4th International Conference "Vallis Aurea", Croatia</i>	(2 manuscripts) between Feb. - Mar. 2014
<i>International Teacher Education Conference (ITEC 2014), Dubai</i>	(2 manuscripts) Feb. 2014
<i>InSITE 2014: Informing Science + IT Education Conferences: Australia</i>	(2 manuscripts) Dec. 2013
<i>3rd International Conference of New Horizons in Education, Czech Republic</i>	(3 manuscripts) June 2012
<i>Doctoral Colloquium of the 2<sup>nd</sup> Advances in Hospitality and Tourism Marketing and Management</i>	(9 manuscripts) Jan. 2012
<i>7<sup>th</sup> China Tourism Forum</i>	(16 manuscripts) Aug. 2011
<i>9<sup>th</sup> APac-CHRIE Conference</i>	(6 manuscripts)

	June 2011
<i>Advances in Hospitality and Tourism Marketing and Management</i>	(3 manuscripts) June 2011
<i>The 5<sup>th</sup> International Symposium on MEI 2009</i>	(4 manuscripts) July 2009
<i>15<sup>th</sup> APTA Annual Conference</i>	(2 manuscripts) July 2009
<i>7<sup>th</sup> APac-CHRIE Conference</i>	(3 manuscripts) Feb. 2009
<i>8<sup>th</sup> APac-CHRIE Conference</i>	(3 manuscripts) Jan. 2010
<i>5<sup>th</sup> China Tourism Forum</i>	(4 manuscripts) Dec. 2008
<i>EuroCHRIE Dubai 2008</i>	(3 manuscripts) Sept. 2008
<i>8<sup>th</sup> Biennial Conference on Tourism in Asia</i>	(3 manuscripts) July 2008
<i>4<sup>th</sup> China Tourism Forum</i>	(4 manuscripts) Sept. 2007
<b>Scientific Committee Member</b> “One Belt, One Road, One Tourism International Conference”, November 22-24 2018, Palembang, Indonesia.	Jan. 2018 - Present
<b>Advisory Committee Member</b> “2 <sup>nd</sup> International EMI Entrepreneurship & Social Sciences Congress”, November 9-11 2018, Cappadocia, Nevsehir, Turkey.	Sept. 2018 - Present
<b>Scientific Committee Member</b> “International Conference on Tourism, Airlines & Hospitality Management: Innovations, Creativity & Sustainability in Tourism, Aviation & Hospitality Industry”, April 06-07 2018, Punjab, India	Nov. 2017 - Apr. 2018
<b>Organizing Committee Member and Session Chair</b> The 1 <sup>st</sup> National Conference of Tourism Colleges and Institutions, December 2017, Jeddah, Saudi Arabia	Sept. 2017 - Dec. 2017
<b>Conference Co-Chair</b> Middle East Tourism and Hospitality Conference – METH 2015, November 2015, Izmir, Turkey	August - Nov. 2015
<b>Scientific Committee Member</b>	

IASOS International Applied Social Sciences Congress, September 21-23, 2017, Usak, Turkey.	June 201 - Sept. 2017
<b>Scientific Committee Member</b> 7th Advances In Hospitality and Tourism Marketing and Management (AHTMM) Conference, July 10 – 15, 2017, Famagusta, North Cyprus.	Sept. 2016 - May 2017
<b>Scientific Committee Member</b> Third International Interdisciplinary Business - Economics Advancement Conference – IIBA 2015, 28 March – 02 April 2015 at the 5 star Liberty of the Seas, Florida, USA	Sept. 2014 - April 2015
<b>Scientific Committee Member</b> 2nd International Conference on Religious Tourism and Tolerance, October 1-4, 2015. Konya, Turkey.	Feb. 2015 - Oct. 2015
<b>Scientific Committee Member</b> International Academic Conference on Social Sciences – IACSS 2015, 25-26 July 2015, Istanbul, Turkey	July 2014 - 2015
<b>Scientific Committee Member</b> International Academic Conference on Social Sciences – IACSS 2014, 27-28 July 2014, Istanbul, Turkey	Dec. 2013 - July 2014
<b>Track Chair of Tourism &amp; Program Committee Member</b> International Academic Conference on Social Sciences – IACSS 2013, 27-28 July 2013, Istanbul, Turkey	Dec. 2012 - July 2013
<b>Track Chair of Hospitality and Tourism Management</b> 7th ISDSI & 5th OSCM International Conference, 28 - 30 December 2013, New Delhi, India	April 2013 - December 2013
<b>Paper Review Committee Member</b> 4th International Conference "Vallis Aurea", 18 - 20 September 2014, Zagreb, Croatia	February 2014
<b>Scientific Committee Member</b> International Academic Conference on Social Sciences (IACSS 2013) July, 2013 - Istanbul, Turkey	July 2013
<b>Scientific Committee Member</b> Advances in Hospitality and Tourism Marketing & Management May 31 - June 3, 2012 - Corfu, Greece	May - June 2012
<b>Chair of Paper Review Committee</b> 3 <sup>th</sup> AsiaEuro Tourism Conference November 24-26, 2010 - Kuala Lumpur, Malaysia	Aug. - Nov. 2010
<b>Conference Advisory Committee Membership</b> 1 <sup>st</sup> International Conference on Economic and Management	May - Oct. 2008

Perspectives October 17-19, 2008 - Famagusta, North Cyprus	
<b>General Administrative Secretary</b> <i>International Journal of African Studies</i> <i>American Bulletin of Scientific Research</i>	Sept. 2005 - 2006

**ADMINISTRATIVE COMMITTEE MEMBERSHIPS AND EVALUATOR FOR RECRUITING FACULTY MEMBERS:**

<b>Details</b>	<b>Date</b>
<b>Board Member</b> , Association of North America Higher Education International (ANAHEI)	Dec. 2017 - present
<b>Chair of the Faculty Selection Committee</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia.	June 2016 - present
<b>Chair of the Curriculum Development Committee for Travel and Tourism Department and Hospitality Management Department</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia.	Oct. 2016 - Aug. 2017
<b>Member of the Strategic Development</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia.	Oct. 2016 - present
<b>Ad-Hoc Consultant for Curriculum Evaluation and Development</b> Faculty of Social Sciences, Kazakhstan Economy University, Almaty, Kazakhstan	Oct. 2014 - Feb. 2015
<b>Member of the Curriculum Development Committee for Female Event Management School</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia.	Oct. 2014 - Jan. 2017
<b>Member of Academic Advisory Board</b> , Association of Tourism Administrators / TIYADER (Turistik İşletme Yöneticileri, Personeli ve Avrupa Birliği Turizm Personeli ile İlişkiler Derneği), Turkey.	Sept. 2014 - present
<b>Committee Member of Faculty of Tourism Board</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia	June 2015 - Jan. 2016
<b>Committee Member of Academic Faculty Issues</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia	May 2015 -
<b>Judge / Review Panel Member</b> , 6 <sup>th</sup> King Abdulaziz University Student Forum, 10-12 December 2014, Deanship of Scientific Research, King Abdulaziz University, Jeddah, Saudi Arabia.	Sept. 2014 - Apr. 2015
<b>Coordinator of International Conference Organization</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia	Aug. 2014 - June 2015
<b>Chair of Academic Research Committee</b> , Faculty of Tourism, King	March 2013 -

Abdulaziz University, Kingdom of Saudi Arabia	
<b>Coordinator of Curriculum Development and Evaluation Committee</b> , Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia	March 2013 - May 2014
<b>Member of the Evaluation Committee for Recruiting</b> Assistant, Associate and Full Professor positions, Faculty of Tourism, King Abdulaziz University, Kingdom of Saudi Arabia	June 2013 - October 2013
<b>Member of the Evaluation Committee for Recruiting</b> Lecturer and Assistant Professor positions, Prince Sultan College for Tourism and Business, Department of Tourism & Hospitality, Al-Faisal University, Kingdom of Saudi Arabia	June 2012 - December 2012
<b>Member of the Evaluation Committee for Recruiting</b> Lecturer and Senior Lecturer positions, Graduate School of Hospitality and Tourism, Taylor's University, Malaysia	May 2011
<b>Member of the Evaluation Committee for Recruiting</b> Lecturer position, International College, I-Shou University, Taiwan	June 2010

### **KEYNOTE / INVITED GUEST SPEECHES and CONDUCTED WORKSHOPS**

<b>Details</b>	<b>Date</b>
<b>Title:</b> * <i>Attitude towards Complaining: Case of Tourist Complaining Constraints - <b>KEYNOTE SPEECH</b></i> <b>Occasion / Host:</b> 2nd International EMI Entrepreneurship & Social Sciences Congress, Cappadocia, Nevsehir, Turkey.	10 November 2018
<b>Title:</b> * <i>Tourist Complaint Constraints: What Hoteliers can Learn from International Tourist Visiting Saudi Arabia- <b>INVITED GUEST LECTURER</b></i> <b>Occasion / Host:</b> Prince Sultan College for Tourism and Business, Jeddah, Saudi Arabia.	8 Feb. 2018
<b>Title:</b> * <i>What Hotel Managers Think about Guest Complaints? Case of Saudi Arabian Hospitality Industry- <b>INVITED GUEST SPEECH</b></i> <b>Occasion / Host:</b> Faculty of Economics and Administration Management, King Abdulaziz University, Jeddah, Saudi Arabia.	27 Oct. 2017
<b>Title:</b> * <i>Understanding Middle Eastern Tourist Behavior: Case of Saudi Tourists - <b>INVITED GUEST SPEECH</b></i> <b>Occasion / Host:</b> Edirne Municipality Tourism and Hospitality Division, Edirne, Turkey	8 July 2017
<b>Title:</b> * <i>Saudi Arabia as a Tourism Destination: A Look at Now and the Future - <b>INVITED GUEST SPEECH</b></i> <b>Occasion / Host:</b> Saudi Arabian Natural History Society, Jeddah, Saudi Arabia	7 Dec. 2016
<b>Title:</b> * <i>Franchising Opportunities in Saudi Arabia's HORECA Sector- <b>INVITED GUEST SPEECH</b></i>	18 Nov. 2014

<b>Occasion / Host:</b> FOODEX Saudi Exhibition - Jeddah Exhibition Center, Jeddah, Saudi Arabia	
<b>Title:</b> * <i>Complaining Behavior in Services</i> - <b>INVITED GUEST SPEECH</b> <b>Occasion / Host:</b> Solbridge International Business School, Woosong University - Daejeon, S. Korea	2 Oct. 2014
<b>Title:</b> * <i>Publish and Flourish: A Sharing Session</i> - <b>KEYNOTE SPEECH</b> <b>Occasion / Host:</b> International Academic Conference on Social Sciences - Istanbul, Turkey	26-27 Jul. 2014
<b>Title:</b> * <i>Scientific Article Writing Process</i> - <b>INVITED GUEST SPEECH</b> <b>Occasion / Host:</b> International Conference on Interdisciplinary Research in Education, Chiang Mai, Thailand	8-10 Aug. 2013
<b>Title:</b> * <i>Quantitative Research for Academic Publication</i> <b>Occasion / Host:</b> Invited Guest Speech on Academic Writing and Research Methodology - Izmir Katipcelebi University, Izmir, Turkey	11 Aug. 2014
<b>Title:</b> * <i>Research Methodology for Academic Publication</i> <b>Occasion / Host:</b> Invited Guest Speech on Academic Writing and Research Methodology - Adnan Menderes University, Aydin, Turkey	14 Aug. 2014
<b>Title:</b> * <i>How to Start Academic Writing? A Beginners Guide</i> <b>Occasion / Host:</b> Sharing Session on Academic Writing and Research Methodology - Faculty of Tourism, King Abdulaziz University, Jeddah, KSA	17 Aug. 2013
<b>Title:</b> * <i>How to Craft Publishable Academic Writing</i> <b>Occasion / Host:</b> Sharing Session on Academic Writing and Research Methodology - Prince Sultan College for Tourism and Business, Jeddah, KSA	11 April 2012
<b>Title:</b> * <i>Tourist (Dis)Satisfaction and Complaints in Tour Guiding</i> <b>Occasion / Host:</b> Invited Guest Speech - Jeddah Chamber of Commerce and Industry	22 Feb. 2012
<b>Title:</b> * <i>Contemporary Issues in Tourism and Hospitality - Investigating Tourist Complaining Behavior</i> <b>Occasion / Host:</b> Invited Guest Lecture - Hong Kong Polytechnic University, Hong Kong	3-4 Feb. 2012
<b>Title:</b> * <i>Tips for Academic Research</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Gedik University, Istanbul, Turkey	24 Jan. 2012
<b>Title:</b> * <i>Quantitative Data Analysis - Crafting Publishable Research</i> <b>Occasion / Host:</b> Two-Day Research Workshop - Ege University, Izmir, Turkey	4-5 Jan. 2012
<b>Title:</b> * <i>Quantitative Data Analysis - Crafting Publishable Research</i> <b>Occasion / Host:</b> Two-Day Research Workshop - Near East University, Nicosia, Northern Cyprus	24-25 Dec. 2011
<b>Title:</b> * <i>Academic Writing 101: How to Start Publishing!</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Lefke American University, Lefke, Northern Cyprus	23 Dec. 2011
<b>Title:</b> * <i>Academic Writing 101: How to Start Publishing!</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Near East University, Nicosia, Northern Cyprus	21 Dec. 2011

<b>Title:</b> * <i>Quantitative Data Analysis - From Zero to Hero</i> <b>Occasion / Host:</b> Two-Day Research Workshop - Eastern Mediterranean University, Famagusta, Northern Cyprus	18-19 Dec. 2011
<b>Title:</b> * <i>Academic Writing 101: How to Start Publishing!</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Eastern Mediterranean University, Famagusta, Northern Cyprus	17 Dec. 2011
<b>Title:</b> * <i>Academic Writing 101: How to Start Publishing!</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Adnan Menderes University, Aydin, Turkey	30 June 2011
<b>Title:</b> * <i>Academic Writing 101: How to Start Publishing!</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Ege University, Izmir, Turkey	28 June 2011
<b>Title:</b> * <i>Academic Writing 101: How to Start Publishing!</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Dokuz Eylul University, Izmir, Turkey	27 June 2011
<b>Title:</b> * <i>Academic Writing 101: How to Start Publishing!</i> <b>Occasion / Host:</b> Academic Writing and Research Methodology Seminar - Istanbul Culture University, Istanbul, Turkey	16 June 2011
<b>Titles:</b> * <i>When Services Fail: How Being a Tourist Affects Complaining and * Academic Writing 101: How to Start Publishing!</i> ( <a href="http://www.lspr.edu/research/images/stories/CRC_2/Power_Point/Presentation_JAKARTA_-_mr_Erdogan.pdf">http://www.lspr.edu/research/images/stories/CRC_2/Power_Point/Presentation_JAKARTA_-_mr_Erdogan.pdf</a> ) <b>Occasion / Host:</b> The 2 <sup>nd</sup> Communication Research Conference - London School of Public Relations – Jakarta (LSPR), Indonesia	8 April 2011

### **SUPERVISION – PhD and MASTERS DISSERTATIONS/THESIS**

<b>Thesis/Project Title</b>	<b>Student Name</b>
Augmented Reality and AdSense as Marketing Instruments for eMediaries and the Influence of Audience Data for their Adoption. <i>London School of Commerce 2014 - (PhD DISSERTATION) – SUBMITTED AND WAITING FOR DEFENCE</i>	Muhammad Azizul HASSAN
A Study on the Impact of Tourism on Socio-Cultural Changes in a Host Community: A Case Study of Pokhara, Nepal. <i>London School of Commerce 2014 - (PhD DISSERTATION) – IN PROCESS</i>	Min GURUNG
The Relationship between Strategic Orientation, Performance and the Business Environment of Small and Medium Scale Firms in the Nigerian Tourism Industry. <i>London School of Commerce 2014 - (PhD DISSERTATION) – COMPLETED</i>	Benjamin Vincent Igbiki IMUH
Investigating the relationship between Motivation, Satisfaction and Revisit Intention of Japanese Tourist visiting Turkey, <i>Nevsehir Haci Bektas Veli University 2015 - (MASTERS THESIS) – COMPLETED</i>	Betul CETIN
The Use of Customer Data Bases Affective Marketing Tools. <i>Al-</i>	Raad

<i>Faisal University 2012 - (MASTERS THESIS) – COMPLETED</i>	ALKHANBASHI
Consumer Behavior and Customer Segmentation as a Tool to Monitor Individual Travellers' Outbound Travels in South East Asia: A Study Based on the Tour Operator Voyageurs Du Monde, Paris. <i>Taylor's University 2011 - (MASTERS THESIS) – COMPLETED</i>	Marie JOFFNES
Online Complaining Behavior: the Case of Reviews from Tripadvisor on Kuala Lumpur Hotels. <i>Taylor's University 2011 - (MASTERS THESIS) – COMPLETED</i>	Faranak MEMARZADEH
Residents' Attitudes towards Sustainable Tourism Development: Case of China. <i>Taylor's University 2010 - (MASTERS THESIS) – COMPLETED</i>	Wang QI
The Impacts of Job Satisfaction on Labor Turnover in Five Star Hotels in Shanghai, China. <i>Taylor's University 2010 - (MASTERS THESIS) – COMPLETED</i>	Yiran WANG
<b>PhD Thesis External Examiner</b> "Assessing Online E-Marketing and Disposal vis-à-vis E-Procurement in Public Enterprises (with Respect to NLC., & Indian Railways), by J. Ramamoorthi, Department of Business Administration, Annamalai University, Tamil Nadu - India	Nov. 2014 - January 2015
<b>External Examiner - Academic Promotion</b> <b>Loke Hoi Weng</b> , Staff member of University College Sedaya International, Faculty of Hospitality and Tourism Management, Kuala Lumpur, Malaysia	May 2018
<b>External Examiner - Masters/PhD</b> Strategic Management Accounting: Applied Status of National Hospitality Industry in China, <b>Cai NA</b> , Taylor University, Kuala Lumpur, Malaysia	April 2011
Computer-Based Learning for Practical Hospitality Subjects: A Quick do Approach in the Hospitality Programme, <b>Patrick DAYA</b> , Taylor University, Kuala Lumpur, Malaysia	June 2011
Analysis of Visitor Satisfaction in Minority Regions: A Case Study in XinJiang Uyghur Autonomous Region, China, <b>Ting YU</b> , Taylor University, Kuala Lumpur, Malaysia	September 2011
<b>Graduate Supervisor</b> School of Hotel and Tourism Management - The Hong Kong Polytechnic University	Jan. 2008 - June 2009
<b>Graduate Supervisor</b> School of Hospitality, Tourism and Culinary Arts - Taylor's University	Aug. 2010 - Dec. 2011



<b>Graduate Mentor</b> Student Affairs Office - The Hong Kong Polytechnic University	Jan. - Dec. 2008
<b>Coordinator of Tourism Internship Program</b> Cyprus International University - Department of Tourism and Hospitality Management	May 2005 - July 2006
<b>Coordinator of Outdoor Sports Club</b> Cyprus International University	Oct. 2005 - July 2006
<b>Academic Advisor</b> Students of Faculty of Business and Economics and Faculty of International Relations - Cyprus International University	Feb. 2005 - July 2006

## **REFEREED PUBLICATIONS and CONFERENCE PROCEEDINGS**

### ***Published Articles in International Journals***

1. Tahari, B., Prayag, G., Hosany, S. and **Ekiz, H. E.** (2019), "Antecedents and Outcomes of Relationship in Casual Dining Restaurants: The Mediating Effects of Relationship Quality and Moderating Effects of Gender", *International Journal of Contemporary Hospitality Management (SSCI Journal)*, Accepted for Publication.
2. Olcer, C. and **Ekiz, E. H.** (2016), "Community Perception of Sustainable Tourism Development for a Newly Developing Destination: The Case of Baksi" *Journal of Tourism and Services*, Volume: 12, No: 8, 34-42.
3. Gurung, M., Rahimi, R. and **Ekiz, H. E.** (2016), "Reviewing Place Image and Attachment Literature in the Context of Resident Support", *Tourism Development Journal*, Volume: 14, No: 1, 68-84.
4. Uygun, M. and **Ekiz, H. E.**, (2016), "An Overview of Health Tourism within the Context of Turkey's Tourism Strategy 2023", *Journal of Hospitality and Tourism*, Volume: 14, No: 1, 18-26.
5. Ozgurur, G., **Ekiz, H. E.** and Lee, S. S. (2015), "Applying Total Quality Management in SEMs: Evidence from Turkish Republic of Northern Cyprus", *Arabian Journal of Business and Management Review*, Volume: 6, No: 1, 1-6.
6. **Ekiz, H. E.** and Alsini, I. (2015), "Perceived Impact of Tourism Development by Residents of Saudi Arabia", *Tourism Dimensions*, Volume: 2, No: 1, 52-57.
7. Kulbulova, A., Hussain, K., Rahimi, R. and **Ekiz, H. E.** (2015), "Residents' Perception of Tourism Development in Almaty, Kazakhstan", *Tourism Development Journal*, Volume: 13, No: 1, 1-14.
8. **Ekiz, H. E.** and Khoo-Lattimore, C. (2014), "Destination India: Investigating the Impact of Goa's Attributes on Families' Leisure Travel Experience", *TOURISM - An International Interdisciplinary Journal*, Volume: 62, No: 2, 165-180.
9. Khoo-Lattimore, C., and **Ekiz, H. E.** (2014), "Power in Praise: Exploring Online Compliments on Luxury Hotels in Malaysia", *Tourism and Hospitality Research*, Volume: 14, No: 3, 152-159.

10. Hon, Y. H., Xu, B., and **Ekiz, H. E.**, (2014), "Residents' Perceptions towards Kai Tak Cruise Terminal Development and Its Impacts", *Tourism Development Journal*, Volume: 11/12, No: 1, pp. 55-75.
11. Khosravi, S., Malek, A., and **Ekiz, H. E.**, (2014), "Why Tourists are Attracted to Boutique Hotels: Case of Penang Island, Malaysia", *Journal of Hospitality and Tourism*, Volume: 12, Number 1, 17-32.
12. **Ekiz, H. E.**, Au, N. and Hsu, C. H. C. (2012), "Development of a Tourist Complaining Constraints (TCC) Measurement Scale", *Scandinavian Journal Hospitality and Tourism (SSCI Journal)*, Volume 12, Number 4, 373-399.
13. Boey, S. T., **Ekiz, H. E.** and Kamarulzaman, Y. (2012), "Factors Determining the Choice of Full Service Airlines and Low Cost Carriers: Case of Malaysia", *Asia-Pacific Journal of Innovation in Hospitality and Tourism*, Volume 1, Number 2, 179-194.
14. Hussain, K., Mothiravally, V., Shahi, M. and **Ekiz, H. E.** (2012), "Strategic Analysis of Medical Tourism: A Case Study of North Cyprus", *Journal of Hospitality Application and Research*, Volume 7, Number 2, 25-39.
15. **Ekiz, H. E.**, Khoo-Lattimore, C. and Memarzadeh, F. (2012), "Air the Anger: Investigating Online Complaints on Luxury Hotels", *Journal of Hospitality and Tourism Technology*, Volume 3, Number 2, 96-106.
16. **Ekiz, H. E.** and Au, N. (2011), "Comparing Chinese and American Attitude towards Complaining", *International Journal of Contemporary Hospitality Management, (SSCI Journal)*, Volume 23, Number 3, 327-343.
17. Malekmohammadi, A., Mohamed, B. and **Ekiz, H. E.** (2011), "An Analysis of Conference Attendee Motivations: Case of International Conference Attendees in Singapore", *Journal of Travel and Tourism Research*, Volume 11, Number 1, 50-64.
18. **Ekiz, H. E.** and Khoo-Lattimore, C. (2011), "Factores Que Influyen Las Respuestas De Las Empresas Ante Las Quejas De Los Huéspedes: Los Casos De Hong Kong Y Chipre Del Norte", *Estudios y Perspectivas en Turismo*, Volume 23, Number 3, 673-705.
19. **Ekiz, H. E.** and Khoo-Lattimore, C. (2011), "Factors Influencing Organizational Responses to Guest Complaints: Cases of Hong Kong and North Cyprus", *Estudios y Perspectivas en Turismo*, Volume 23, Number 3, 673-702.
20. **Ekiz, H. E.**, Ragavan, N. A. and Hussain, K. (2011), "How to Manage Guest Complaints: Global Implications from Hong Kong Hoteliers", *Global Journal of Management and Business Research*, Volume 11, Number 1, 1-14.
21. Khoo-Lattimore, C., Yang, L. and **Ekiz, H. E.** (2010), "Banking the Kiwi Way: Examining the Underpinnings of Relationship Quality in New Zealand Banks", *Banking and Finance Letters*, Volume 2, Number 4, 409-418.
22. Hussain, K., **Ekiz, H. E.**, and Ragavan, N. A. (2010), "Congress Tourism in North Cyprus: Analyzing Current Situation and Planning for the Future", *Tourism Development Journal*, Volume 8, Number 1, 33-52.
23. Heung, V. C. S., Kucukusta, D. and **Ekiz, H. E.** (2010), "Evaluation of Guest Feedback Systems in China Hotels", *Journal of China Tourism Research*, Volume 6, Number 3, 293-396.

24. **Ekiz, H. E.** (2010), "Obstaculas Al Reclamo: El Compartamiento Particular De Los Turistas Ante Los Reclamos", *Estudios y Perspectivas en Turismo*, Volume 19, Number 1, 18-44.
25. Au, N. and **Ekiz, H. E.** (2009), "Issues and Opportunities of Internet Hotel Marketing in Developing Countries", *Journal of Travel and Tourism Marketing, (SSCI Journal)*, Volume 26, Number 3, 225-243.
26. Cansel, A., **Ekiz, H. E.** and Bavik, A. (2009), "Sex Tourism in Northern Cyprus: Investigating the Current Situation", *Tourism Analysis*, Volume 14, Number 5, pp. 677-689.
27. Wu, S. J. J., Xu, B. J. and **Ekiz, H. E.** (2009), "Investigating the Push and Pull Motivation of Visiting Domestic Destinations in China: A Means-End Approach", *Journal of China Tourism Research*, Volume 5, Number 3, pp. 287-315.
28. **Ekiz, H. E.**, Bavik, A. and Arasli, H (2009), "RENTQUAL: A New Measurement Scale for Car Rental Services", *Tourism: An International Interdisciplinary Journal*, Volume 57, Number 2, pp. 135-153.
29. **Ekiz, H. E.** (2009), "Factors Influencing Organizational Responses to Guest Complaints: Cases of Hong Kong and Northern Cyprus", *Journal of Hospitality Marketing and Management*, Volume 18, Number 6, pp. 539-573.
30. **Ekiz, H. E.** (2009), "Mapping out Factors Constraining Tourist Complaints: Hints for Managers who wish to Hear More", *Asian Journal of Business Management*, Volume 1, Number 1, pp. 6-18.
31. Hussain, K. and **Ekiz, H. E.** (2009), "Measuring Customer Satisfaction through Perceived Interaction, Environment, and Outcome Qualities: Evidence from Northern Cyprus Hotel Industry", *Journal of Hospitality Applications and Research*, Volume 4, Number 1, pp. 26-40.
32. **Ekiz, H. E.**, Arasli, H., Farivarsadri, G. and Bavik, A. (2008), "Measuring Organizational Responses to the Student Complaints in the Perceived Justice Framework: Some Evidence from Northern Cyprus Universities", *Educational Research and Reviews*, Volume 3, Number 7, pp. 246-256.
33. **Ekiz, H. E.** (2008), "Internet Marketing in The Northern Cyprus Hotel Industry: Supply and Demand Match?", *Journal of Tourism: An International Research Journal*, Volume 9, Number 1, pp. 89-107.
34. Nadiri, H., Hussain, K., **Ekiz, H. E.** and Erdogan, S. (2008), "An investigation on the factors influencing passengers' loyalty in the north Cyprus national airline", *The TQM Journal*, Volume 20, Number 3, pp. 265-280.
35. **Ekiz, H. E.** and Bavik, A. (2008), "Scale Development Process: Service Quality in Car Rental Services", *Electronic Journal of Business Research Methods*, Volume 6 Number 2, pp. 133-145.
36. Hussain, K. and **Ekiz, H. E.** (2008), "Perceptions of Service Quality in North Cyprus National Airline: A Path Analysis Approach", [Online] *Estudios y Perspectivas en Turismo*, Retrieved 22 July 2010 from <http://www.estudiosenturismo.com.ar/search/PDF/v16n3a05-IN.pdf>

37. Cansel, A., Bavik, A. and **Ekiz, H. E.** (2008), "The Unknown Market in Mediterranean Tourism: Turkish Republic of Northern Cyprus", *Journal of Tourism and Hospitality*, Volume 5, Number 2, pp. 93-102.
38. Arasli, H., **Ekiz, H. E.**, and Katircioglu, S.T. (2008), "Gearing Service Quality into Public and Private Hospitals in Small Islands: Empirical Evidence from Cyprus", *International Journal of Health Care Quality Assurance*, Volume 21, Number 1, pp. 8-23.
39. **Ekiz, H. E.**, Arasli, H., Farivarsadri, G. and Bavik, A. (2008), "Algılanan Adalet Kavramı Perspektifinde Etkin Şikayet Yönetimi: KKTC Üniversiteleri Üzerine Bir Araştırma", *Kırgızistan-Türkiye Manas Üniversitesi Sosyal Bilimler Dergisi*, (Kyrgyz-Turkish Manas University - The Journal of Social Sciences), Volume 19, Number 1, pp. 43-57.
40. Gursoy, D., **Ekiz, H. E.** and Chi, C. G. (2007), "Impacts of Organizational Responses on Complainants' Justice Perceptions and Post-Purchase Behaviors", *Journal of Quality Assurance in Hospitality and Tourism*, Volume 8, Number 1, pp. 1-25.
41. **Ekiz, H. E.** and Arasli, H. (2007), "Measuring the Impacts of Organizational Responses: Case of Northern Cyprus Hotels", *Managing Global Transitions: International Research Journal*, Volume 5, Number 3, pp. 271-287.
42. Hussain, K. and **Ekiz, H. E.** (2007), "Percepción De La Calidad Del Servicio En Las Empresas Aéreas Del Norte De Chipre: Una Aplicación Del Análisis Lineal De Patrones", *Estudios y Perspectivas en Turismo*, Volume 16, Number 3, pp. 341-360.
43. **Ekiz, H. E.** (2007), "Some Determinants of Destination Satisfaction in North Cyprus: Perceptions of International Travelers", *Journal of Thai Hospitality and Tourism*, Volume 2, Number 1, pp. 51-71.
44. Katircioglu, S. T., Arasli, H. and **Ekiz, H. E.** (2007), "Trends in Tourism in Cyprus: A Historical Perspective", *e-Review of Tourism Research*, Volume 5, Number 2, pp. 37-46.
45. Tutuncu, O., Kucukusta, D. and **Ekiz, H. E.** (2006), "Relationships between Job Satisfaction and Burnout: An Analysis in Hospitality Industry", *Journal of International Comparative Management*, Volume 9, Number 2, p. 110.
46. Arasli, H., Bavik, A. and **Ekiz, H. E.** (2006), "The Effects of Nepotism on HRM and Psychological Outcomes: The Case of 3, 4 and 5 Star Hotels in Northern Cyprus", *International Journal of Sociology and Social Policy*, Volume 26, Number 7/8, pp. 295-308.
47. **Ekiz, H. E.** (2005), "A Review of Human Resource Management in Turkey: Training, Developments and Technology", *European Journal of Economics, Finance and Administrative Sciences*, Volume 1, Number 1, pp. 48-53.
48. **Ekiz, H. E.** (2005), "Measuring Transformational Leadership: A Replication of Leadership Practices Inventory (LPI) in North Cyprus", *European Journal of Scientific Research*, Volume 7, Number 1, pp. 31-44.
49. Karatepe, O. M. and **Ekiz, H. E.** (2004), "The Effects of Organizational Responses to Complaint on Satisfaction and Loyalty: A Study of Hotel Guests in Northern Cyprus", *Managing Service Quality: An International Journal (SSCI Journal)*, Volume 14, Number 6, pp. 476-486.

### **Published Articles in National Journals**

1. Hussain, K., **Ekiz, H. E.** and Koker, N. E. (2012), "Hizmet Kalitesi Algılanması: KKTC Otellerinde Yapılan Ampirik Bir Çalışma", *Turk bilim/Turkish Science Journal*, Vol. 2. Issue June, pp. 49-66.
2. **Ekiz, H. E.** and Babacan, E. (2012), "Otel Endustrisinde İnternet Kullanımı: Hong Kong ve KKTC Otel Endustrileri'nin Karşılaştırılması", *Anatolia: Turizm Arastirmalari Dergisi*, Vol. 25 Number 1, pp. 45-58.
3. **Ekiz, H. E.** and Koker, N. E. (2012), "Destinasyon Tatmininin Belirleyicileri: Kuzey Kıbrıs Türk Cumhuriyeti'ni Ziyaret Eden Yabancı Turistlerin Algılamaları", *Global Media Journal*, Vol. 2 Number 4, pp. 43-60.
4. **Ekiz, H. E.** and Koker, N. E. (2011), "Şikayet Etmeye Yönelik Tavrıların Sadakat Üzerindeki Etkileri: Çin ve Amerika Bakış Açılarının Karşılaştırılması", *İşletme Arastirmalari Dergisi*, Vol. 3 Number 4, pp. 80-103.
5. **Ekiz, H. E.** and Koker, N. E. (2010), "Şikayetin Kısıtlayıcı Faktörleri: Turistlerin Belirgin Şikayet Etme Davranışları", *Journal of Yasar University*, Volume 17, Number 5, pp. 2859-2873.
6. **Ekiz, H. E.** and Babacan, E. (2010), "Araç Kiralama Hizmetleri için Ölçek Geliştirme Çalışması: RENTQUAL Ölçeği", *Yalvac Gelişim Dergisi*, Volume 2, Number 3/4, pp. 37-56.
7. **Ekiz, H. E.** and Babacan, E. (2008), "Kuzey Kıbrıs Türk Cumhuriyeti Otel Endustrisi'nde Müşteri Şikayetleri", *Seyahat ve Turizm Arastirmalari Dergisi*, Volume 5, Issue Spring, pp. 13-26.
8. **Ekiz, H. E.**, Hussain, K. and Babacan, E. (2008), "Kuzey Kıbrıs Ulusal Havayolları'nda Hizmet Kalitesine Yönelik Algılamalar", *Seyahat ve Otel İşletmeciliği Dergisi*, Volume 5, Number 1, pp. 15-22.
9. Bavik, A. and **Ekiz, H. E.** (2007), "Konaklama İşletmelerinde Engelliler İçin Turizm Mimarisi Nasıl Olmalıdır", *TUROFED: Aylık Turizm Dergisi (TUROFED: Monthly Tourism Journal)*, Volume 8, Issue May, pp. 84-85.
10. **Ekiz, H. E.** (2007), "Güzel Kokulu Liman Hong Kong", *Normatif: Aylık Ticaret ve Ekonomi Dergisi (Normative: Monthly Commerce and Economy Journal)*, Volume 3, Number 1/2, pp. 45-52.
11. Bavik, A. and **Ekiz, H. E.** (2006), "Kayırmacılığın İnsan Kaynakları Yönetimi ve Çalışan Davranışları Üzerindeki Etkileri: KKTC Aile Otelleri Örneği", *Normatif: Aylık Ticaret ve Ekonomi Dergisi (Normative: Monthly Commerce and Economy Journal)*, Volume 9/10, Issue September/October, pp. 68-73.
12. Yılmaz, V., Çelik, E. and **Ekiz, H. E.** (2006), "Kuruma Bağlılığını Etkileyen Faktörlerin Yapısal Eşitlik Modelleriyle Arastırılması: Özel ve Devlet Bankası Örneği", *Anadolu Üniversitesi Sosyal Bilimler Dergisi (Anadolu University Social Sciences Journal)*, Volume 6, Number 2, pp. 171-184.
13. **Ekiz, H. E.** (2006), "Öğrenci Şikayetlerine Karşılık Olarak Verilen Tepkilerin Adalet Boyutları Çerçevesinde Ölçülmesi", *Normatif: Aylık Ticaret ve Ekonomi Dergisi*

(*Normative: Monthly Commerce and Economy Journal*), Volume 5/6, Issue May/June, pp. 82-88.

14. **Ekiz, H. E.** (2006), "Internet ve Pazarlama: Kuzey ve Guney Kibris Konaklama Isletmeleri Uzerine Bir Karsilastirma", *Normatif: Aylık Ticaret ve Ekonomi Dergisi (Normative: Monthly Commerce and Economy Journal)*, Volume 1-2, Issue January/February, pp. 34-39.
15. **Ekiz, H. E.**, Guneren, E. and Ozturen, A. (2005), "KKTC Konaklama Endustrisinde Internet Pazarlamasi: Arz ve Talep Boyutlari", *PI: Pazarlama ve Iletisim Kulturu Dergisi (PI: Journal of Marketing and Communication Culture)*, Volume 4, Number 12, pp. 4-14.
16. **Ekiz, H. E.**, Karatepe, T. and Canozer, S. (2004), "Measuring the Factor Structure of the Leadership Practices Inventory (LPI): Evidence from Northern Cyprus", *EMU Journal of Tourism Research*, Research Note, Volume 4, Number 1-2, pp. 111-124.
17. Ener, N. and **Ekiz, H. E.** (2002), "Diffusion of Internet Marketing in the Northern Cyprus Hotel Industry: An Exploratory Study", *EMU Journal of Tourism Research*, Volume 3, Number 2, pp. 37-62.

### **Book Chapters and Book Reviews**

1. Alsini, I., **Ekiz, H. E.**, and Hussain, K. (2018), "The Impact of Umrah Quality Attributes on Religious Tourist Loyalty in Saudi Arabia", In K.A. Griffin, R. Razaq and S. Parveen (Eds.) *Islamic Tourism*, London: CABI, in press.
2. Hassan, A., **Ekiz, H. E.**, Dadwal, S. S., and Lancaster, G. (2018), "Augmented Reality Adoption by Tourism Product and Service Consumers: Some Empirical Findings", In T. Jung and M.C. Tom Dieck (Eds.) *Augmented Reality and Virtual Reality*, London: Springer, Chapter 5, pp. 47-64.
3. **Ekiz, H. E.** Oter, Z., and Stephenson, M. (2017), "Tourism Development in the Kingdom of Saudi Arabia: Determining the Problems and Resolving the Challenges", In M. L. Stephenson and A. Al-Hamarneh (Eds.). *International Tourism and the GCC States*. London: Routledge, Chapter 7, pp. 124-139.
4. Bavik, A., Ngan, H.F.B. and **Ekiz, H. E.** (2017), "Technological Advancements Shaping Consumer Behaviour", In S. K. Dixit (Eds.). *Handbook of Consumer Behaviour in Hospitality and Tourism*. London: Routledge, Chapter 39, pp. 407-414.
5. Xu, J. B., Wei, Y. and **Ekiz, H. E.** (2015), "How a Regional Theme Park Survive in China? Studying Strategies used by Wuhu Fantawild Dreamland", In N. Ray (Eds.). *Emerging Innovative Marketing Strategies in the Tourism Industry*. India: IGI Global, 322-338.
6. **Ekiz, H. E.**, Hussain, K. and Ivanov, S. (2010), "Investigating Marketing Opportunities of a Politically Challenged Island Destination: the Case of North Cyprus", (pp. 65-78) In A. Lewis-Cameron and S. Roberts (Eds.). *Marketing Island Destinations: Concepts and Cases*. London: Elsevier, (ISBN: 978-0-12-384909-0).
7. Babacan, E. and **Ekiz, H. E.** (2008), "Orgutsel Iletisim ve Ic Halkla Iliskiler Uygulamalarinin Etkinliginde Internetin Rolu", (pp. 251-275) In N.B. Yurdakul (Eds.).

*Farklılaşma Çağında Kurumsal Basariyi Yakalamak: Halkla İlişkiler-Pazarlama-İletişim*, İzmir: Nobel Publications, (ISBN: 9786053950844).

8. **Ekiz, H. E.** (2014), Book Review: *Consumer Behaviour* - by Blythe, J. (published in 2013 by Sage Publications), *International Journal of Contemporary Hospitality Management (SSCI Journal)*, Accepted for Publication.
9. **Ekiz, H. E.** (2012), Book Review: *Tourist Behaviour and the Contemporary World* - by Pearce, P.L. (published in 2011 by Channel View Publications), *International Journal of Contemporary Hospitality Management (SSCI Journal)*, Volume 24 Issue 2, pp. 352 - 353.
10. **Ekiz, H. E.** (2012), Book Review: *Frameworks for Tourism Research* - by Pearce, D. (published in 2012 by Cabi Publications), *European Journal of Tourism Research*, Accepted for Publication.
11. **Ekiz, H. E.** (2011), Book Review: *Strategy for Tourism* by Tribe, J. (published in 2010), *International Journal of Contemporary Hospitality Management (SSCI Journal)*, Volume 24 Issue 2, pp. 352-353.
12. **Ekiz, H. E.** (2010), Book Review: *Tourism Marketing* by Chaudhary, M. (Oxford University Press, ISBN: 0-19-806630-9), *Journal of Hospitality and Tourism*, Volume 8, Number 2, pp. 111-112.

#### **Presented and Published International Conference Papers**

1. **Ekiz, H. E.** (2018), "How Hoteliers See the Guest Complaints? Factors Influencing Organizational Responses to Guest Complaints in Saudi Arabia", *One Belt, One Road, One Tourism International Conference*, 22-24 November, Hong Kong Polytechnic University, King Abdulaziz University and Palembang Polytechnic of Tourism, Palembang, Indonesia, Full Paper Accepted.
2. **Ekiz, H. E.**, Ay, A. and Cansel, A. (2018), "Investigating Attendees' Satisfaction: Case of Kirkpinar Oil Wrestling Competitions", *One Belt, One Road, One Tourism International Conference*, 22-24 November, Hong Kong Polytechnic University, King Abdulaziz University and Palembang Polytechnic of Tourism, Palembang, Indonesia, Full Paper Accepted.
3. **Ekiz, H. E.**, Bavik, A. and Okumus, F. (2017), "Examining the Effects of Tourist Complaining Constraints on Justice Perceptions and Loyalty Intentions of Chinese Tourists in Istanbul, Turkey", *7th Advances in Hospitality and Tourism Marketing and Management*, 10-15 July, Faculty of Tourism, Eastern Mediterranean University, North Cyprus, Full Paper Presented.
4. **Ekiz, H. E.**, and Alsini, I. (2017), "What Hotel Managers think about Guest Complaints? Case of Saudi Arabian Hospitality Industry", *7th Advances in Hospitality and Tourism Marketing and Management*, 10-15 July, Faculty of Tourism, Eastern Mediterranean University, North Cyprus, Full Paper Presented.
5. Yuksel, A., Ay, A., Cansel, A. and **Ekiz, H. E.** (2017), "Quality Vs Quantity: What Edirne's Tourism Management is Missing?", *7th Advances in Hospitality and Tourism Marketing and Management*, 10-15 July, Faculty of Tourism, Eastern Mediterranean University, North Cyprus, Full Paper Presented.

6. Alsini, I., Mazurek, M., Smith, S. and **Ekiz, H. E.** (2017), "Building Brand Reputation: A Preliminary Approach to Innovative Marketing for Saudi Arabia", *The 3rd Global Tourism & Hospitality Conference (HONG KONG 2017)*, 5-7 June, Hotel ICON, Hong Kong Polytechnic University, Full Paper Presented.
7. Bavik, A., Bavik, Y.L. and **Ekiz, H. E.** (2017), "How May Servicescape Influence Customer Loyalty? An Investigation of the Moderating Role of Perceived Inequality", *The 3rd Global Tourism & Hospitality Conference (HONG KONG 2017)*, 5-7 June, Hotel ICON, Hong Kong Polytechnic University, Full Paper Presented.
8. Hassan, A., Shabani, N., **Ekiz, H. E.**, Dadwal, S. S. and Lancaster, G. (2017), "Augmented Reality in Tourism and Factors for its Adoption: An Empirical Study", *The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, 5-7 January, Hong Kong Polytechnic University and University of Houston, Full Paper Published, Proceeding Book, p. 104.
9. Alsini, I., and **Ekiz, H. E.** (2016), "Investigating Effects of Perceived Service Quality on Overall Service Quality and Customer Satisfaction: Case of Saudi Airlines", *The 3rd International Aviation Management Conference*, 23-24 November, Dubai, United Emirates, Emirates Aviation University, Full Paper Published, Proceeding Book, pp. 44-51.
10. Hussain, K., **Ekiz, H. E.**, Bouchon, F. and Kumar, J. (2015), "Knowing the Unknown Country? The Security Perception of Foreign Tourists Before and After Visiting North Cyprus", *2nd International Conference on Finance and Economics*, 4-6 June, Ton Duc Thang University, Ho Chi Minh City, Vietnam, Full Paper Presented.
11. Gurung, M., Rahimi, R. and Ekiz, H. E. (2015), "Reviewing Place Image and Attachment Literature in the Context of Resident Support", Experience EuroCHRIE 2015, 14-17 September, Manchester Metropolitan University, Manchester, UK, Full Paper Presented.
12. Bavik, A., **Ekiz, H. E.**, and Xu, B. (2014), "Investigating the Determinants of Destination Satisfaction: Case of International Travelers in Saudi Arabia", *The 7th International Conference on Service Management*, 10-12 December Macau S.A.R., China: Institute for Tourism Studies, Full Paper Published, Proceeding Book, pp. 45-55.
13. Ay, A., Bavik, A., Taskiran, E., and **Ekiz, H. E.** (2014), "Investigating the Factors Affecting Residence Attitude towards Tourism Development: A Case of Edirne Turkey", *The 7th International Conference on Service Management*, 10-12 December Macau S.A.R., China: Institute for Tourism Studies, Full Paper Published, Proceeding Book, pp. 30-44.
14. Rahimi, R., **Ekiz, H. E.**, and Bavik, A. (2014), "Identifying the Themes of Customer Relationship Management in the UK Budget Hotels", *International Conference on Experiential Learning in Hospitality and Tourism*, May 20-23, Taipa, Macau: Macau University of Science and Technology, Full Paper Published, Proceeding Book, pp. 1-17.
15. Bavik, A. Bavik, L. Y., and **Ekiz, H. E.** (2014), "Where I Dine Does Matter: Testing the Impact of Servicescape on Perceived Service Quality", *Global Tourism & Hospitality Conference and Asia Tourism Forum*, May 18-20, Hong Kong: Hong Kong Polytechnic University, Full Paper Presented, Proceeding Book, pp. 582-597.



16. **Ekiz, H. E.**, and Arasli, H. (2014), "Customer Relationship Management: Case of Guest Complaints in Northern Cyprus Hospitality Industry", *International Conference on Tourism Milestones - Preparing for Tomorrow*, March 31 - April 2, 2014, Skyline University College, Sharjah, Full paper Presented.
17. Alsini, I. and **Ekiz, H. E.** (2013), "Saudi Arabia: A Great Potential for Chinese Hoteliers", *China Tourism and China Hotel-Branding Forum 2013*. 16<sup>th</sup> – 18<sup>th</sup> May, UNWTO, Hong Kong Polytechnic University, Hong Kong, Full Paper Presented.
18. **Ekiz, H. E.**, and Arasli, H. (2013), "Complaint Management as a Customer Relationship Capital: Case of Small and Medium Hotels in Northern Cyprus", *International Conference on Intellectual Capital Management (IICM 2013)*, May 6-7, 2013, Science and Technology Park, Zanjan, Iran, Full paper Presented.
19. Yeo, B. and **Ekiz, H. E.** (2012), "Does Old SERVQUAL Model still Work? The Case of International Tourists in Malaysia Beach Resorts", *2nd Advances in Hospitality and Tourism Marketing & Management*. 31 March - 3 June, Aegean University, Corfu, Greece, Full Paper Published, (ISBN: 978-960-287-139-3).
20. Siok Mui, B. Y. and **Ekiz, H. E.** (2012), "Measuring Service Quality at Beach Resorts: a Foreign Perspective", *2nd Advances in Hospitality and Tourism Marketing & Management*. 31 March - 3 June, Aegean University, Corfu, Greece, Full Paper Presented, Full Paper Published, (ISBN: 978-960-287-139-3).
21. Prayag, G., and **Ekiz, H. E.** (2012). "Customer Focused Relationship Quality in Casual Dining Restaurants of Kuala Lumpur, Malaysia". *CAUTHE Conference*, 6<sup>th</sup> - 9<sup>th</sup> February 2012, CAUTHE and La Trobe University, Australia, pp. 479-496.
22. Khoo-Lattimore, C., **Ekiz, H. E.** and Soni, A. (2011), "Destination India: Investigating the Impact of Goa's Attributes on Families' Leisure Travel Experience", *10<sup>th</sup> ANZALS Conference: Challenging Leisure*, 6<sup>th</sup>-8<sup>th</sup> December 2011, University of Otago, New Zealand, Full Paper Presented.
23. Ozgurur, G., **Ekiz, H. E.** and Lee, S. S. (2011), "Applying Total Quality Management in SEMs: Evidence from Turkish Republic of Northern Cyprus", *Asia Pacific Marketing and Management Conference*, 9<sup>th</sup>-11<sup>th</sup> November 2011, Universiti Malaysia Sawarak, Malaysia, Full Paper Presented.
24. Memarzadeh, F., **Ekiz, H. E.**, and Khoo-Lattimore, C. (2011), "Examining Online Complaints via TripAdvisor Comments: Case of Luxury Hotels in Kuala Lumpur", *The 2<sup>nd</sup> Graduate Research Colloquium in Hospitality and Tourism*, 23-25 November 2011, International Center of Excellence in Tourism Hospitality Education and Taylor's University, Malaysia, Abstract Book.
25. Rui-Yuan, R. Y. and **Ekiz, H. E.** (2011), "From FB to F&B: An Explanatory Study on the Influence of Facebook and Groupon on Restaurant Selection", *The 2<sup>nd</sup> Graduate Research Colloquium in Hospitality and Tourism*, 23-25 November 2011, International Center of Excellence in Tourism Hospitality Education and Taylor's University, Malaysia, Abstract Book.
26. Wai Mun, F. and **Ekiz, H. E.** (2011), "Investigating Students' Satisfaction with University Training Restaurants", *The 2<sup>nd</sup> Graduate Research Colloquium in Hospitality and Tourism*, 23-25 November 2011, International Center of Excellence in Tourism Hospitality Education and Taylor's University, Malaysia, Abstract Book.

27. Khoo-Lattimore, C., **Ekiz, H. E.** and Buhalis, D. (2011), "Power in Praise: Exploring Online Compliments on Luxury Hotels", *Advances in Hospitality and Tourism Marketing and Management*, 19-24 June 2011, Washington State University and Bogazici University, Turkey, Proceeding Book, pp. 365-370. (ISBN: 9789755183299).
28. **Ekiz, H. E.**, Khoo-Lattimore, C. and Memarzadeh, F. (2011), "Air the Anger: Investigating Online Complaints on Luxury Hotels", *Advances in Hospitality and Tourism Marketing and Management*, 19-24 June 2011, Washington State University and Bogazici University, Turkey, Proceeding Book, pp. 39-44. (ISBN: 9789755183299).
29. Khoo-Lattimore, C., **Ekiz, H. E.** and Yunus, M. (2011), "The Complainer's Guide to Budget Hotels: An Analysis of E-Complaints on Kuala Lumpur Low-Cost Accommodation", *9<sup>th</sup> APacCHRIE Conference : Hospitality and Tourism Education: From a Vision to an Icon*, June 2-5, 2011, Hotel ICON, Hong Kong, Proceeding Book, pp. 365-370. (ISBN: 9789754521649).
30. Sai, B. T., **Ekiz, H. E.** and Kamarulzaman, Y. (2011), "Factors Determining the Choice of Full Service Airlines and Low Cost Carriers: Case of Malaysia", *9<sup>th</sup> APacCHRIE Conference: Hospitality and Tourism Education: From a Vision to an Icon*, June 2-5, 2011, Hotel ICON, Hong Kong, Proceeding Book, pp. 365-370. (ISBN: 9789754521649).
31. **Ekiz, H. E.**, Nair, P. K. and Hussain, K. (2010), "Measuring the Service Quality in Car Rental Services: Purifying RENTQUAL Instrument with Asian tourists", 3rd ITSA Bi-Annual Conference and 4th Tourism Outlook Meeting: Cross-Cultural Tourism in and Beyond Asia, 30th November - 3rd December 2010, Universiti Teknologi Mara Malaysia and International Tourism Studies Association, Malaysia, Proceeding Book, pp. 72-77. (ISBN: 9789673631872).
32. Mothiravally, V., Shahi, M., Hussain, K. and **Ekiz, H. E.** (2010), "Strategic Analysis of Medical Tourism: A Case of an Island Destination", Regional Conference on Tourism Research (RCTR 2010): The State of the Art and its Sustainability, 13-14 December 2010, Universiti Sains Malaysia, Malaysia, Proceeding Book, pp. 156-168. (ISBN: 9789673940059).
33. **Ekiz, H. E.**, Ragavan, N. A. and Hussain, K. (2010), "Managing Guest Complaints: Learning from Hong Kong Hoteliers", 3rd Asia-Euro Tourism, Hospitality & Gastronomy Conference 2010: Transformation and Modernization in Tourism, Hospitality and Gastronomy, 24-26 November 2010, Taylor's University, Malaysia, Full paper published in Proceedings CD (ISBN: 9789834773187).
34. Hussain, K., Ragavan, N.A., Ponnann, R. and **Ekiz, H. E.** (2010), "Factors Influencing Teachers when Teaching with Technology", Taylor's 5<sup>th</sup> Teaching and Learning Conference 2010, 09 October 2010, p. 36, Taylor's University, Malaysia.
35. Arasli, H., **Ekiz, H. E.** and Hussain, K. (2010), "Perceived Impact of Tourism Development by Residents of Republic of Tatarstan", 3rd Asia-Euro Tourism, Hospitality & Gastronomy Conference 2010: Transformation and Modernization in Tourism, Hospitality and Gastronomy, 24-26 November 2010, Taylor's University, Malaysia, Full paper published in Proceedings CD (ISBN: 9789834773187).
36. **Ekiz, H. E.** and Au, N. (2009), "Effects of Attitude towards Complaining on Loyalty: Comparing Chinese and American Perceptions", *APac-CHRIE Conference 2009*, 28-

- 31 May, University of Nevada Las Vegas Singapore, Full paper presented, paper published in Proceedings CD.
37. **Ekiz, H. E.** and Au, N. (2009), "Constraining Factors to Complaint: The Particular Complaining Behavior of the Tourists", *APac-CHRIE Conference 2009*, 28-31 May, University of Nevada Las Vegas Singapore, Full paper presented, paper published in Proceedings CD.
  38. Cansel, A., Bavik, A. and **Ekiz, H. E.** (2008), "Turkish Republic of Northern Cyprus Tourism Marketing towards Turbulent Waters in Education", *The 4th World Conference for Graduate Research in Tourism, Hospitality and Leisure*, 23-26 April, Proceeding Book, 50-59.
  39. **Ekiz, H. E.** (2007), "Complaint Management as a Strategy for Success: Current Practices of Hong Kong Hoteliers", *Research Postgraduate Conference*, 30 June, Hong Kong University, Full paper presented, Abstract Book, p. 15.
  40. Au, N., **Ekiz, H. E.** and Huang, S. (2007), "What Motivates Mainland Chinese Tourists to Travel to Hong Kong: A Qualitative Approach", *APAC-CHRIE & APTA Joint Conference 2007*, 24-27 May, Beijing International Studies University, Full paper presented, paper published in Proceedings CD.
  41. Heung, V. C. S., **Ekiz, H. E.** and Ling, L. (2007), "Evaluation of Customer Feedback Systems at Hotels in China", *APAC-CHRIE & APTA Joint Conference 2007*, 24-27 May, Beijing International Studies University, Full paper presented, paper published in Proceedings CD.
  42. Feridun, M. and **Ekiz, H. E.** (2006), "Impact of Inflation on Tourism Income: An Empirical Study on the TRNC Economy", *All China Economics International Conference*, 18-20 December, City University of Hong Kong, Proceeding Book, pp. 1059-1072.
  43. **Ekiz, H. E.** (2006), "Some Determinants of Destination Satisfaction in North Cyprus: Perceptions of International Travelers", *Fifth Asia Pacific Forum for Graduate Research in Tourism, Threats and Challenges to the Tourism Industry: Reform and Perform*, 20-22 September, Prince of Songkla University Proceeding Book, pp. 727-740.
  44. Cansel, A., Bavik, A. and **Ekiz, H. E.** (2006), "The Unknown Market in Mediterranean Tourism: Turkish Republic of Northern Cyprus", *Fifth Asia Pacific Forum for Graduate Research in Tourism, Threats and Challenges to the Tourism Industry: Reform and Perform*, 20-22 September, Prince of Songkla University Proceeding Book, pp. 239-247.
  45. Gursoy, D., **Ekiz, H. E.** and Chi, C. G. (2006), "Impacts of Organizational Responses on Complainants' Justice Perceptions and Post-Purchase Behaviors in North Cyprus Hotel Industry: International Tourist Perspective", *2006 Annual I-CHRIE Conference*, 26-30 July, Washington D.C., Proceeding Book, pp. 141-146.
  46. Kucukusta, D., **Ekiz, H. E.** and Tutuncu, O. (2006), "The Relationship between Organizational Commitment and Job Satisfaction", *Hong Kong 2006: Informs International Conference*, 25-28 June, Hong Kong, China: Hong Kong Operational Research Society and the Operations Research Society of China, Full paper presented, paper published in Proceedings CD.

47. Tutuncu, O., Kucukusta, D. and **Ekiz, H. E.** (2006), "Relationships between Job Satisfaction and Burnout: An Analysis in Hospitality Industry", *International Conference of Business, Economics and Management Disciplines*, 23-25 June, University of Science and Technology Beijing, Proceeding Book, pp. 847-855.
48. Arasli, H., Bavik A. and **Ekiz, H. E.** (2006), "The Effects of Nepotism on Human Resource Practices, Job Satisfaction, Quitting Intention and Negative Word of Mouth: The Case of Hotels in Northern Cyprus", *Tourism and Hospitality Industry 2006 - New Trends in Tourism and Hospitality Management, 18th Biennial International Conference*, 03-05 May, Opatija Faculty of Tourism and Hospitality Management, Proceeding Book, pp. 573-587.
49. **Ekiz, H. E.**, Hussain, K. and Bavik, A. (2006), "Perceptions of Service Quality in North Cyprus National Airline", *Tourism and Hospitality Industry 2006 - New Trends in Tourism and Hospitality Management, 18th Biennial International Conference*, 03-05 May, Opatija Faculty of Tourism and Hospitality Management, Proceeding Book, pp. 778-790.
50. Katircioglu, S. T., Arasli, H. and **Ekiz, H. E.** (2006), "Is Sustainable Tourism Development Possible Under Political Isolation: A Case of North Cyprus", *5th International Conference: Increasing Tourist Spending through Management*, 04-06 May, Opatija Faculty of Tourism and Hospitality Management, Full paper presented, paper published in Proceedings CD.
51. Arasli, H., Katircioglu, S. T. and **Ekiz, H. E.** (2005), "Gearing Service Quality into Public and Private Hospitals in Small Islands: Empirical Evidence from Cyprus", *10th World Congress for TQM: Quality into the 21st Century*, 22-24 August, University of Manitoba, Full paper presented, paper published in Proceedings CD.
52. Arasli, H., **Ekiz, H. E.** and Katircioglu, S. T. (2005), "Service Quality and Patient Satisfaction in the Healthcare Industry: Some Evidence from Public and Private Hospitals", *1st All Cyprus Social Sciences and Humanities Conference*, 18-19 March, Intercollege and Cyprus Academic Forum, Full paper presented, paper published in Proceedings CD.
53. **Ekiz, H. E.**, Arasli, H. and Bavik, A. (2005), "Measuring the Impacts of Organizational Responses to Customer Complaints on Satisfaction, Revisit Intention and WOM: A Replication Study in Cyprus Hotel Industry", *Managing Global Trends and Challenges in a Turbulent Economy*, 13-15 October 2005, University of the Aegean, Full paper presented, paper published in Proceedings CD.
54. **Ekiz, H. E.** (2004), "Supply and Demand Match of Internet Marketing in The Northern Cyprus Hotel Industry", *Tourism and Hospitality Industry 2004 – New Trends in Tourism and Hospitality Management, 17th Biannual International Conference*, 14-16 April, Opatija, Faculty of Tourism and Hospitality Management, pp. 807-820.

### **Presented and Published National Conference Papers**

1. **Ekiz, E. H.** and Olcer, C. (2016), "Algılanan Hizmet Kalitesinin Toplam Hizmet Kalitesi ve Müşteri memnuniyetine Etkileri: Suudi Havayolları Üzerine Bir Araştırma". *17. Ulusal Turizm Kongresi*, Mugla University, Tourism Faculty, Bodrum, 20-23 September, Proceeding Book 1365-1375. (Full Paper Presented in the Conference).

2. Olcer, C. and **Ekiz, H. E.** (2012), "Otel Hizmetleri ve Niteliklerinin Misafir Tatmini Uzerine Etkisi", *I. Rekreasyon Arastirmalari Kongresi*, 9 Eylul University, 12-15 April, Antalya. (Full Paper Presented in the Conference).
3. **Ekiz, H. E.** and Babacan, E. (2008), "Orgutsel Tepkilerin Etkisini Olcumlemek: Kuzey Kibris Turk Cumhuriyeti Otel Endustrisi Ornegi", *IV. Lisansustu Turizm Ogrencileri Arastirma Kongresi*, 23-26 Nisan, Proceeding Book, 309-324.
4. **Ekiz, H. E.**, Hussain, K. and Babacan, E. (2007), "Kuzey Kibris Turk Havayollari'nda Hizmet Kalitesi", *Cesme Ulusal Turizm Sempozyumu*, Ege University, 21-23 November, Proceeding Book, 594-602.
5. **Ekiz, H. E.** and Babacan, E. (2007), "Hong Kong ve Kuzey Kibris Otel Endustrileri'nde Internet Kullanimini", *Cesme Ulusal Turizm Sempozyumu*, 21-23 November, Ege University, Proceeding Book, 311-323.
6. Arasli, H., Bavik, A. and **Ekiz, H. E.** (2006), "Kan Baglilikinin Insan Kaynaklari Yonetimi ve Calisan Davranislari Uzerindeki Etkileri: KKTC Aile Otellerinde Gorgul Bir Arastirma", *2. Aile Isletmeleri Kongresi*, 14-15 April, Istanbul Kultur Universitesi, Proceeding Book, pp. 280-291.
7. **Ekiz, H. E.** and Bavik, A. (2006), "Some Determinants of Destination Satisfaction in North Cyprus: Perceptions of International Travelers", *Turk-Kazak Uluslararası Turizm Konferansi: Dunya Turizmindeki Yeni Bakis Acilari, Degerler ve Gelecekteki Turizm Isletmeciligi*, 20-26 November, Akdeniz University, Ablai Khan University and M. Auezov University, Proceeding Book, pp, 1674-1690.
8. **Ekiz, H. E.** (2006), "Organizational Responses to Customer Complaints in the Hotel Industry: Evidence from Northern Cyprus", *III. Lisanustu Turizm Ogrencileri Kongresi*, 25-28 May, Canakkale Onsekiz Mart University, Proceeding Book, pp, 339-340.
9. **Ekiz, H. E.**, Farivarsadri, G., Arasli, H. ve Bavik, A. (2005), "Ogrenci Sikayetlerine Kurumlarin Verdikleri Tepkilerin Adalet Boyutlari Cercevesinde Olculmesi: KKTC Universiteleri Ornegi", *10. Pazarlama Kongresi*, 16-19 November, Eastern Mediterranean University, pp. 343-344.
10. **Ekiz, H. E.**, Kayaman, R. ve Bavik, A. (2005), "Internetin Konaklama Isletmelerinin Pazarlama Faaliyetleri Uzerine Etkileri: Kuzey ve Guney Kibris Konaklama Isletmeleri Uzerine Bir Karsilastirma", *Canakkale Turizm Biyaneli*, 5-7 May, Canakkale 18 Mart Universitesi, Proceeding Book, pp.160-170.
11. Kinyaz, T., **Ekiz, H. E.**, Canozar, S. ve Tanova, C. (2002), "Orgutsel Baglilik Olceginin Psikometrik Ozelliklerine Yonelik Gorgul Bir Arastirma", *10. Ulusal Yonetim ve Organizasyon Kongresi*, 23-25 May, Akdeniz University, Proceeding Book, pp. 795-804.
12. **Ekiz, H. E.**, Kinyaz, T. and Canozar, S. (2002), "Measuring the Factor Structure of Leadership Practices Inventory: Evidence from Northern Cyprus", *1st International Tourism Congress*, 20-23 November, Eastern Mediterranean University, Proceeding Book, pp. 897-909.
13. Ener, N. and **Ekiz, H. E.** (2002), "The Use of Internet Marketing as a Tool of ICT in the Northern Cyprus Hotel Industry: An Exploratory Study", *1st International Tourism Congress*, 20-23 November, Eastern Mediterranean University, Proceeding Book, pp. 659-687.

### **Other Publications and Academic Work**

1. Lyon, K. and **Ekiz, H. E.** (2015), "Preparing Tomorrow's Tourism Leaders", *Saudi Voyager*, Issue 18, pp. 17-21.
2. Alsini, M. and **Ekiz, H. E.**, (2015), "Event Management Program for Female Students in Saudi Arabia: A Feasibility Study", Annual Meeting of Member Institutions, *École hôtelière de Lausanne*, Lausanne, Switzerland.
3. Alsini, M., and **Ekiz, H. E.** (2014), "Perceived Impact of Tourism Development by Residents of Saudi Arabia", *6<sup>th</sup> King Abdulaziz University Student Forum*, 10-12 December 2014, Deanship of Scientific Research, King Abdulaziz University, Jeddah, Saudi Arabia.
4. **Ekiz, H. E.** (2010), "How Hoteliers Should Respond to Guest Complaints: A Hong Kong Case Study, *Le Petit Hotelier*, Volume 2, Number 5, pp. 18-19.
5. **Ekiz, H. E.** (2010), "Customer (Dis)satisfaction and Complaints in Hospitality", *Presentation given to 80 industry managers*, Taylor's University, August 12.
6. **Ekiz, H. E.**, Babacan, E. and Bavik, A. (2009), "Şikayetler Birer Fırsattır: Hong Kong ve KKTC Karşılaştırması", *Cagri* (National Newspaper), February 24, p.7.
7. **Ekiz, H. E.** and Babacan, E. (2009), "İyileştir(me)mek Kuzey Kıbrıs Otel Endüstrisi'nde Şikayet Yönetimi", *Cagri* (National Newspaper), February 17, p. 5.
8. **Ekiz, H. E.** (2008), "Güzel Kokulu Liman Hong Kong", [Online] *Normatif: Aylık Ticaret ve Ekonomi Dergisi (Normative: Monthly Commerce and Economy Journal)*, Retrieved 08 August 2008 from <http://www.normatif.com/yazardetay.php?idx=98>
9. **Ekiz, H. E.** and Babacan, E. (2008), "İnternet Pazarlaması ve Otel Endüstrisi: Hong Kong Otellerinden Ne Öğrenebiliriz", [Online] *Normatif: Aylık Ticaret ve Ekonomi Dergisi (Normative: Monthly Commerce and Economy Journal)*, Retrieved 25 June 2008 from <http://www.normatif.com/yazardetay.php?idx=98>
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12. Araslı, H. and **Ekiz, H. E.** (2005), "Güney Kıbrıs Turizmi İrtifa Kaybetmeye Başladı! Krizden Kuzey mi Sorumlu", *Cyprus Newspaper*, February 20, p. 9. (National Newspaper).
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14. **Ekiz, H. E.** (2003), *Organizational Responses to Customer Complaints in Hotel Industry: Evidence from Northern Cyprus*. Unpublished Master Thesis (MBA), Famagusta: Eastern Mediterranean University: Faculty of Business and Economics.
15. Bari, S., Bavik, A., **Ekiz, H. E.**, Hussain, K. and Toner, S. (2001), "AIRQUAL: A Multiple-Item Scale for Measuring Service Quality, Customer Satisfaction, and Repurchase Intention", *HOS-414 Graduation Project (Thesis)*, Gazimagusa: Eastern Mediterranean University, School of Tourism and Hospitality Management.

### ***Journal Articles and Conference Papers under Review***

1. **Ekiz, H. E.** (2018), "What Hotel Managers think about Guest Complaints? Case of Saudi Arabian Hospitality Industry", Under Review Process.
2. Alsini, I., and **Ekiz, H. E.** (2018), "Examining The Factors of Destination Satisfaction: Case of International Tourists Visiting Saudi Arabia", Under Review Process.
3. **Ekiz, H. E.**, Mazurek, M., and Smith, S. (2018), "Building Brand Reputation: A Preliminary Approach to Innovative Marketing for Saudi Arabia", Under Review Process.
4. **Ekiz, H. E.** and Alsini, I. (2018), "Investigating the Factors Influencing Organizational Responses to Guest Complaints: Case of Saudi Arabian Hospitality Industry", Under Review Process.
5. **Ekiz, H. E.** and Olcer, C. (2018), "İltifatın Gücü: Konaklama Sektöründe Çevrimiçi İltifatların İncelenmesine Yönelik Bir Araştırma", Under Review Process.

### ***Research Grants***

1. **Ekiz, H. E.**, and Karatepe, O.M., (2018), "An Investigation of the Challenge-Hindrane Stressors Framework among Flight Attendants at Saudi Airlines" – **Principle Investigator**, 9 months King Abdulaziz University Deanship of Scientific Research Grant bidding for **110.000 SAR (approximately 30.000 USD)**, Proposal is under review.
2. **Ekiz, H. E.**, Alsini, I. and others (2017), "Investigating the Factors Influencing Organizational Responses to Guest Complaints: Case of Saudi Arabian Hospitality Industry" – **Principle Investigator**, 9 months King Abdulaziz University Deanship of Scientific Research Grant bidding for **75.000 SAR (approximately 25.000 USD)**, Proposal is accepted and project on going.
3. **Ekiz, H. E.**, Alsini, I. and others (2017), "Building Destination Brand Reputation of Kingdom of Saudi Arabia by Using an Innovative Approach to Tourism Marketing and Branding" – **Principle Investigator**, 9 months King Abdulaziz University Deanship of Scientific Research Grant bidding for **85.000 SAR (approximately 27.000 USD)**, Proposal is accepted and project on going.
4. Alsini, I., **Ekiz, H. E.** and others (2017), "A New Destination Scale- UMRAQUAL: In Search of Continuously Improving Mekka's Destination Quality" – **Co-Investigator**, 18 months King Abdulaziz University Deanship of Scientific Research Grant bidding

for **75.000 SAR (approximately 25.000 USD)**, Proposal is accepted and project ongoing.

5. Nair, V., Mohammed, B., **Ekiz, H. E.** and others (2011-2016), "Multi-Dimensional Responsible Rural Tourism Capacity (RRTC) Framework for Sustainable Tourism" - **Team Member**, Long-Term Research Grant Scheme bidding for **9 million RM (approximately 3 million USD)**, Research Completed Successfully.
6. **Research Studentship** from The Hong Kong Polytechnic University for the PhD in Hotel and Tourism Management, Hong Kong (**approximately 61.000 USD in total**) between August 2006 -2009.
7. **Research Grant** from Ministry of Education and Turkish Embassy for the outstanding research project, Nicosia, Northern Cyprus (**2.000 USD**) during December 2005.
8. **Research Assistantship** for 2.5 years in the School of Tourism and Hospitality Management, Gazimagusa, Northern Cyprus (**approximately 35.000 USD in total**) between September 2001 and January 2004.
9. Received **High Honor Scholarships** for 4 years in the School of Tourism and Hospitality Management, Gazimagusa, Northern Cyprus (**approximately 16.000 USD in total**) between September 1997 and June 2001.

### **Work in Process**

1. **Ekiz, H. E.** (2018), "Examining the Effects of Tourist Complaining Constraints on Justice Perceptions and Loyalty Intentions of Chinese Tourists in Istanbul, Turkey", Work in Process.
2. **Ekiz, H. E.** (2018), "Tourist Complaining Constraints: American vs. Chinese Tourists", *Managing Service Quality (SSCI Journal)*, Work in Process.
3. **Ekiz, H. E.** (2018), "*Organizational Responses to Customer Complaints: Evidence from Saudi Arabian Hospitality Industry*", *Journal of Travel Research*, Work in Process.
4. Hassan, A., Shabani, N., **Ekiz, H. E.**, Dadwal, S. S. and Lancaster, G. (2018), "Augmented Reality in Tourism and Factors for its Adoption: An Empirical Study", Work in Process.
5. Hassan, A., Parvez, M. and **Ekiz, H. E.** (2018), "Technology Induced Loyalty Schemes for Customer Relationship Management and Positive Purchase Decisions", Work in Process.
6. **Ekiz, H. E.** (2018), "Selected Antecedents of Employee Service Quality in the Saudi Arabia Hospitality Industry", Work in Process.
7. **Ekiz, H. E.** (2018), "Building Destination Brand Reputation of Kingdom of Saudi Arabia", Work in Process.
8. **Ekiz, H. E.** (2018), "A New Destination Scale- UMRAQUAL: In Search of Continuously Improving Mekka's Destination Quality", Work in Process.



9. **Ekiz, H. E.** and Au, N. (2018), "Investigating Chinese Tourist Complaining Behavior", *Journal of China Tourism Research*, Work in Process.
10. **Ekiz, H. E.** and Oter, Z. (2018), "Musteri Odakli Iliski Kalitesi Belirleyecilerinin Malezya Restorantlarinda Incelenmesi", *Anatolia*, Work in Process.
11. **Ekiz, H. E.**, Ay, A. and Boey, T. S. (2018), "Havayolu Tasiyici Tercihini Belirleyen Faktorler: Malezya Ornegi", Work in Process.

## **COURSES OFFERED**

<b>Course Codes</b>	<b>Name of the Courses</b>	<b>University Taught in</b>
THO - 113	Introductions to Management	Eastern Mediterranean Uni.
THM - 213	Small Business Management	Eastern Mediterranean Uni.
THO - 237	Hospitality Computerization Systems (Fidelio)	Eastern Mediterranean Uni.
THO - 238	Food and Beverage Operations	Eastern Mediterranean Uni.
THM - 317	Principles of Marketing	Eastern Mediterranean Uni.
THM - 318	Marketing for the Hospitality and Tourism	Eastern Mediterranean Uni.
THM - 322	Quality Management in Tourism Industry	Eastern Mediterranean Uni.
THM - 417	Research Methods	Eastern Mediterranean Uni.
THM - 201	Hospitality Management	Cyprus International Uni.
THM - 202	Front Office Management	Cyprus International Uni.
THM - 301	Food and Beverage Service	Cyprus International Uni.
THM - 302	Food and Beverage Management	Cyprus International Uni.
THM - 303	Housekeeping Operations	Cyprus International Uni.
THM - 342	Information Systems for Hotel Operations	Cyprus International Uni.
THM - 401	Food Preparation	Cyprus International Uni.
THM - 402	Food Production II	Cyprus International Uni.
THM - 450	TQM in Tourism Industry	Cyprus International Uni.
THM - 454	Promotional Strategies	Cyprus International Uni.
BUS - 310	Human Resource Management	Cyprus International Uni.
BUS - 369	Research Methods	Cyprus International Uni.

BUS - 469	Research Methods II	Cyprus International Uni.
HTM - 4101	Strategic Management for T.&H. Businesses	Hong Kong Polytechnic Uni.*
HTM - 3121	Consumer Behavior in Travel and Tourism	Hong Kong Polytechnic Uni.*
A7711210	Information Systems for Business Mgmt.	I-Shou University
A7911600	Introduction to Hospitality	I-Shou University
A7912800	Introduction to Tourism	I-Shou University
A7812100	Management	I-Shou University
A7712500	Legal Environment	I-Shou University
HRM L 229	Organizational Behavior	Taylor's University
HRM L 272	Managing Guest Experience	Taylor's University
RESL-199	Introduction To Applied Research	Taylor's University
RCIM-113	Quantitative Data Analysis <b>(PhD/MASTERS)</b>	Taylor's University
MGTM-413	Strategic Management for Hospitality Managers <b>(PhD/MASTERS)</b>	Taylor's University
MGTM-429	Organisation Design in Global Hospitality and Tourism Industry <b>(PhD/MASTERS)</b>	Taylor's University
MGT-455	Marketing Research <b>(PhD/MASTERS)</b>	Al-Faisal University
MGT-466	Distribution Channels Mgmt. <b>(MASTERS)</b>	Al-Faisal University
MGT-216	Operations Management	Al-Faisal University
TGM-324	Travel Information Systems	Al-Faisal University
HMG-341	Hospitality Facilities Planning and Mgmt.	Al-Faisal University
MGT-321	Marketing Research	Al-Faisal University
MGT-322	Customer Service Management	Al-Faisal University
MGT-426	Product and Brand Management	Al-Faisal University
HT-242	Sales & Marketing I - The Marketing Mix	King Abdulaziz University
HT-343	Sales and Marketing II – Customer Relationship	King Abdulaziz University
HT-275	Co-Curricular Activities II	King Abdulaziz University
HT-377	Co-Curricular Activities III	King Abdulaziz University
TT-141	International Tourism Destinations	King Abdulaziz University
TT-214	Tourism and Hospitality Marketing	King Abdulaziz University
TT-251	Co-Curricular Activities	King Abdulaziz University

TT-310	Digital Marketing for Travel & Tourism	King Abdulaziz University
HM-493	Research Methods for Tourism & Hospitality	King Abdulaziz University
L4BDM-430	Principles of Marketing	Uni. of Worcester and Uni. of Northampton's common degree program in KSA
L4BDM-444	Communication for Business	Uni. of Worcester and Uni. of Northampton's common degree program in KSA
L4BDM-447	Marketing for Business	Uni. of Worcester and Uni. of Northampton's common degree program in KSA
L4BDM-549	Understanding Consumer Behaviour	Uni. of Worcester and Uni. of Northampton's common degree program in KSA
L7BDM-701	Study Skills for Postgraduate Learning <b>(MASTERS)</b>	Uni. of Derby, Uni. of Worcester and Uni. of Northampton's common master program in KSA
L7BDM-702	Research Methods <b>(MASTERS)</b>	Uni. of Derby, Uni. of Worcester and Uni. of Northampton's common master program in KSA
L7BDM-704	International Marketing Strategy <b>(MASTERS)</b>	Uni. of Derby, Uni. of Worcester and Uni. of Northampton's common master program in KSA
L7BDM-708	Strategic Operations Management <b>(MASTERS)</b>	Uni. of Derby, Uni. of Worcester and Uni. of Northampton's common master program in KSA
L7BDM-703	Information and Knowledge Management <b>(MASTERS)</b>	Uni. of Derby, Uni. of Worcester and Uni. of Northampton's common master program in KSA
EM - 101	Introduction to Event Management	Niagara College, Taif, KSA campus

### **DELIVERED CORPORATE TRAININGS AND CONSULTANCIES**

<i>Middle East Tourist Behaviour</i>	Senior Consultant for Edirne Municipality, (1-8 April 2017), Turkey.
<i>Customer Relationship Management</i>	Senior Management Training organized by MMS Education (18-19 October 2015), Saudi Arabia.
<i>Communication and Negotiation Skills</i>	Senior Management Training organized by MMS

	Education (12-17 May 2015), Saudi Arabia.
<i>Advance Interview Skills</i>	Middle and Senior Management Training organized by Batterjee Education & Training Academy (BETA) (22-24 January 2015), Saudi Arabia.
<i>Consumer Behaviour and CRM</i>	Middle and Frontline Employees Training organized by Middle East Human Resources Alignment and Training (MEHRAT) (12-17 December 2014), Saudi Arabia.

### **SKILLS AND HOBBIES**

<b>Computer Skills</b>	<i>Windows Applications:</i> Word, Excel, Power Point, Internet Applications <i>Statistical Package Programs:</i> <b>SPSS 22.00</b> for Windows, <b>LISREL 8.80</b> and <b>AMOS 22.0</b> for Windows. <i>Tourism Related Programs:</i> Fidelio Front Office V 8.0, Fidelio Front Office Suite 7.0, Galileo Reservation Systems <i>Publication Package Programs:</i> Adobe PageMaker 7.0, Adobe Photoshop 7.0, 10 Fingers-typing.
<b>Memberships</b>	Association of North America Higher Education International (ANAHEI) Board Member, International Council on Hotel, Restaurant and Institutional Education (ICHRIE), International Tourism Studies Association (ITSA), Tourism Educators in Malaysia, World Research Club, Emerald Literati Club, American Marketing Association, TRINET, Marketing Power, Association of Marketing and Marketing Research, TRNC Taekwondo Karate Aikido Kurash Wushu Federation.
<b>Languages</b>	Turkish: Native Language / English: Fluent / German: Beginner
<b>Hobbies</b>	- Folk Dancing: 5 year experience in a professional group - SCUBA diving (Certificated Diver), Spearfishing, Taekwondo (Black Belt), Archery, Table tennis, Chess. Dragon Boat' rowing, Mountain climbing, Water-skiing, Billiards and Swimming, Ballroom dancing.

### **REFEREES**

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