

**Osman M. KARATEPE, Ph.D.**  
**Professor of Marketing**

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*Google Scholar Profile:*  
<http://scholar.google.com/citations?user=XvaOMNcAAAAJ&hl=en&oi>

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**Education**

Ph.D. (2002)	Business Administration	Hacettepe University, Turkey
M.S. (1997)	Production Management and Marketing	Gazi University, Turkey
B.S. (1992)	Tourism and Hotel Management	Bilkent University, Turkey

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**Academic Positions Held**

- Professor of Marketing, Faculty of Tourism, Eastern Mediterranean University - March 2012 - present
  - Professor of Marketing, School of Tourism and Hospitality Management, Eastern Mediterranean University – December 2011 - February 2012
  - Associate Professor of Marketing, School of Tourism and Hospitality Management, Eastern Mediterranean University - November 2005 - December 2011
  - Assistant Professor of Marketing, School of Tourism and Hospitality Management, Eastern Mediterranean University - September 2002 - November 2005
  - Senior Instructor, School of Tourism and Hospitality Management, Eastern Mediterranean University - September 1999 - September 2002.
  - Senior Instructor, Faculty of Management and Vocational School, Atilim University, Turkey - February 1999 - June 1999.
  - Senior Instructor, Vocational School of Social Sciences, Baskent University, Turkey - January 1997 - December 1998.
  - Senior Instructor, School of Tourism and Hotel Management, Bilkent University - September 1992 - December 1996.
  - Senior Instructor (part-time), International Programs of Tourism, Gazi University - September 1997 - June 1999.
  - Senior Instructor (part-time), Turkish Marketing Foundation, BILSIT, Turkey - September 1995 - June 1997.
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## Membership, Awards, and Honors

- According to one chapter (Synopsis of Empirical Studies on Engagement in Hospitality and Tourism Research) in a book edited by Ronald J. Burke and Julia C. Hughes (2018), **Osman M. Karatepe** was identified as the most prolific author in the field of work engagement in the hospitality management literature.
- **Osman M. Karatepe** was elected and inducted as *Fellow of the Hospitality and Tourism Management Academy: A Research Community* for his outstanding scholarly contribution to the field of hospitality and tourism management. (March 2017-present) (<http://www.htmacademy.com/htm-academy-fellows/professor-osman-m-karatepe/>)
- In an article by Li, Ma, and Qu (2017) published in the *International Journal of Hospitality Management*, **Osman M. Karatepe**'s three papers were shown among the highly cited papers. He was also shown among the core scholars in the hospitality field. Specifically, he was ranked 1<sup>st</sup> in Europe and 5<sup>th</sup> in the world.
- The following paper was selected for *Best Paper of a Track*.

Yavas, Ugur, **Osman M. Karatepe**, and Emin Babakus (2017), "What Factors Contribute to or Detract from Employees' Commitment to their Organizations? A Two-Sector Analysis," American Society of Business and Behavioral Sciences, 24<sup>th</sup> Annual Conference, March 23-26, Las Vegas.

- The following paper was selected for *Best Paper of a Track*.

Yavas, Ugur, Emin Babakus, and **Osman M. Karatepe** (2016), "Do the Predictors of Work Outcomes Converge? An Exploration in Banks," American Society of Business and Behavioral Sciences, 23<sup>rd</sup> Annual Conference, February 18-21, Las Vegas.

- **Osman M. Karatepe** was ranked 120<sup>th</sup> among the Top "5000" Scientists in all disciplines in Turkish Institutions (Turkey, Europe/Asia) and 1<sup>st</sup> at Eastern Mediterranean University based on data gathered from the Google Scholar Citations public profiles during the first week of October 2015.
- In an article by Dev, Parsa, Parsa, and Bujisic (2015) published in the *Journal of Teaching in Travel and Tourism*, **Osman M. Karatepe** was ranked 1<sup>st</sup> in Europe and 6<sup>th</sup> in the world based on Dp2 index that included four productivity factors such as number of publications, number of citations, consistency, and longevity in the hospitality field.
- The following paper was selected as the *Donald Sawver Best Paper in Branding, Strategy and Research Award Winner*.

Yavas, Ugur, **Osman M. Karatepe**, and Emin Babakus (2015), "Positive Affectivity as a Buffer in Burnout-Turnover Intentions and Burnout-Extra-Role Performance Relationships," Marketing Management Association Spring Conference, Change as a Constant, March 25-27, Chicago.

- In a recent article by Zopiatis, Theocharous, and Constanti (2015) published in *Scientometrics*, **Osman M. Karatepe** was shown among the twenty-two prolific authors in hospitality and tourism research in the second Era in the world.
- **Osman M. Karatepe** was ranked 106<sup>th</sup> among the Top "1000" Scientists in all disciplines in Turkish Institutions (Turkey, Europe/Asia) and 1<sup>st</sup> at Eastern Mediterranean University based on data gathered from the Google Scholar Citations public profiles during the third week of December 2014.

- In Way, Harrington, and Ottenbacher's (2012) study published in the *Journal of Culinary Science and Technology*, **Osman M. Karatepe** was recognized as one of the most prolific researchers regarding the number of articles in the field of hospitality marketing and hospitality human resources management in eight major hospitality journals from 2001 to 2010. Professor Karatepe was ranked 2<sup>nd</sup> in Europe and 11<sup>th</sup> in the world.
- According to Park, Phillips, Canter, and Abbott's (2011) article published in the *Journal of Hospitality and Tourism Research*, **Osman M. Karatepe** was recognized as one of the most prolific researchers regarding the number of articles in the field of hospitality marketing and hospitality human resources management in six major journals from 2000 to 2009. Specifically, Professor Karatepe was ranked 2<sup>nd</sup> in Europe and 18<sup>th</sup> in the world.
- Interview with EMU Researchers (**Osman M. Karatepe** and Georgiana Cojocar): Tourism Management Graduate Student and her Supervisor in the EMU Research Newsletter-2011, 7 (3), 14-6.
- Listed in the 29<sup>th</sup> edition of the Marquis Who's Who in the World 2012
- Listed in the 28<sup>th</sup> edition of the Marquis Who's Who in the World 2011
- Listed in the 34<sup>th</sup> edition of the Dictionary of International Biography
- Listed in the 25<sup>th</sup> Silver Anniversary Edition of Marquis Who's Who in the World
- **Osman M. Karatepe's** short bio was included in a book called Tirebolu'dan Simalar: Osmanli'dan Cumhuriyete Degerlerimiz (Well-Known People from Tirebolu: Our People from the Ottoman Empire to the Republic of Turkey), which was published in Turkish in 2005.
- Outstanding Performance and Departmental Excellence in Research Studies during the 2004 - 2005 Fall Semester in the School of Tourism and Hospitality Management at Eastern Mediterranean University
- The following paper received a Highly Commended Article Award from Emerald Literati Club:  
  
Yavas, Ugur, **Osman M. Karatepe**, Turgay Avci, and Mehmet Tekinkus (2003), "Antecedents and Outcomes of Service Recovery Performance: An Empirical Study of Frontline Employees in Turkish Banks," International Journal of Bank Marketing, 21 (5), 255-65.
- The following paper was designated as a Research Implications Hall of Fame Article by Emerald Management Reviews:  
  
Johns, Nick, Turgay Avci, and **Osman M. Karatepe** (2004), "Measuring Service Quality of Travel Agents: Evidence from Northern Cyprus," The Service Industries Journal, 24 (3), 82-100.
- The following paper was designated as an Originality and Research Implications Hall of Fame Article by Emerald Management Reviews:  
  
Babakus, Emin, Ugur Yavas, **Osman M. Karatepe**, and Turgay Avci (2003), "The Effect of Management Commitment to Service Quality on Employees' Affective and Performance Outcomes," Journal of the Academy of Marketing Science, 31 (3), 272-86.
- The Most Successful Instructor (1999 - 2000 Fall Semester) in the School of Tourism and Hospitality Management at Eastern Mediterranean University
- Graduated from the Department of Tourism and Hotel Management, the School of Tourism and Hotel Management with the highest CGPA of 3.86 (out of 4.00) at Bilkent University

- Granted scholarships for three years at Bilkent University
- High Honor Student, 1988 - 1989, 1989 - 1990, 1990 - 1991, and 1991 - 1992 at Bilkent University

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**Teaching Responsibilities at Eastern Mediterranean University  
(Since the 2011 - 2012 Fall Semester)**

- TMKT313 Marketing for Tourism and Leisure Industry I (undergraduate: a third-year course)
- TMKT314 Marketing for Tourism and Recreation Industry II (undergraduate: a third-year course)
- TOUR504 Marketing Management for Tourism and Hospitality Industry (a master level course)
- TOUR504 Marketing Management for Tourism and Hospitality Industry (a master level course for the Industry Executives)
- GAST406 Foodservice Marketing
- TOUR502 Strategic Management for Tourism and Hospitality Industry (a master level course)
- TOUR601 Quantitative Research Methods (a doctoral level course)

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**Invited Lectures and Keynote Speeches**

- Seminar on 'How to Write and Prepare a Good Journal Paper' given to Ph.D. and master students as well as faculty members in the Faculty of Business at Sakarya University, Turkey on October 23-24, 2017
- Taught Marketing Management at the doctoral level at National Kaohsiung University of Hospitality and Tourism in Taiwan (intensive program-45 hours) on September 25-October 06, 2017
- Keynote Speaker, Publishing in Leading International Journals, Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference, (jointly organized by Eastern Mediterranean University and Washington State University, July 10-15), Gazimagusa, Northern Cyprus - 2017
- How to Prepare a Publishable Manuscript, TEDxEMUniversity on May 13, 2015
- Keynote Speaker, Conference on Strategic Management in the Tourism and Hospitality Industry in Mashhad, Iran, December 14, 2012
- Lecture on How to Increase Profitability through Service Quality and Value Given to a Group of Iranian Industry Representatives and Students at Eastern Mediterranean University on July 18, 2012
- Lecture on Service Quality Management in the Hospitality Industry Given to a Group of Iranian Students and Academicians at Eastern Mediterranean University on May 11, 2012
- Taught Marketing Management to a group of industry executives and entrepreneurs in Tehran, Iran (intensive program-45 hours) in February 2012
- Lecture on How to Prepare an Effective Course Outline for Undergraduate, Master and Doctoral Level Courses Given to a Group of Instructors from Azerbaijan at Eastern Mediterranean University on January 31, 2012
- Lecture on How to Cope with Deviant Customer Behavior in the Hospitality Industry Given to a Group of Iranian Students at Eastern Mediterranean University on September 19, 2011
- Lecture on the Service Guarantees in the Hospitality Industry Given to a Group of Iranian Students at Eastern Mediterranean University on July 26, 2010

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## Master and Ph.D. Theses Supervised / Co-Supervised

### *Master Theses Supervised*

- Abardeh, Homa Choubtarash (2014), "Perceived Crowding, Emotional Dissonance and Their Effects on Emotional Exhaustion and Job Outcomes: A Study in the Airline Industry," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Agbaim, Ifeanyi Maduabuchi (2010), "The Effect of Perceived Ethical Climate on Job Outcomes: A Study in the Nigerian Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Aleshinloye, Kayode Dare (2009), "An Investigation of the Selected Consequences of Emotional Labor: A Study of Frontline Hotel Employees in Nigeria," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Azar, Arezou Khabbaz (2010), "Work-Family Conflict and Facilitation in Frontline Service Jobs: Evidence from Iranian Hotels," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Baddar, Lulu (2005), "Conflicts in the Work-Family Interface and Job Stress: An Empirical Study of Frontline Employees in the Jordanian Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Bekteshi, Lorina (2008), "The Effects of Work-Family Conflict and Facilitation on Frontline Employee Outcomes: A Study in the Albanian Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Cojocar, Georgiana (2011), "Management Commitment to Service Quality, Job Embeddedness, and Performance Outcomes: A Study of Hotel Employees in Romania," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Demir, Eda (2012), "Core Self-Evaluations, Work Engagement, and Work-Family Facilitation: An Empirical Study in the Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Douri, Behnaz Gharehbaghi (2012), "The Effects of Job Resourcefulness and Customer Orientation on Hotel Employee Outcomes: An Empirical Study in Iran," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Ehsani, Elaheh (2011), "Antecedents of Work-Related Depression among Frontline Hotel Employees: A Study in Iran," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Ekiz, Haktan Erdogan (2003), "Organizational Responses to Customer Complaints in the Hotel Industry: Evidence from Northern Cyprus," Gazimagusa, Turkish Republic of Northern Cyprus: Department of Business Administration, Faculty of Business and Economics, Eastern Mediterranean University.
- Eslamlou, Aram (2016), "An Empirical Investigation of Job Crafting among Flight Attendants," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.

- Kaviti, Rashin (2015), "The Effect of Organization Mission Fulfillment on Emotional Exhaustion and Job Outcomes," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Ngeche, Ronate Ndiangang (2010), "Work Engagement and Job Embeddedness among Frontline Hotel Employees in Cameroon," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Nkendong, Rita Anumbose (2012), "Examining the Selected Consequences of Customer-Related Social Stressors in the Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Olugbade, Olusegun A. (2009), "The Impact of Work Engagement on Frontline Employees' Outcomes: An Empirical Investigation in the Nigerian Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Shahriari, Safoora (2011), "Organizational Justice, Job Embeddedness, and Job Outcomes: A Study of Hotel Employees in Iran," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Talebzadeh, Niussha (2015), "Psychological Capital in the Airline Industry: Antecedents and Outcomes", Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Tizabi, Ladan Zargar (2009), "Resources, Customer Aggression, and Work Outcomes: A Study of Frontline Hotel Employees," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Uludag, Orhan (2004), "The Effect of Burnout on Employees' Affective and Performance Outcomes: Evidence from the Northern Cyprus Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Vatankhah, Sanaz (2013), "Does Job Embeddedness Mediate the Effects of High-Performance Work Practices on Turnover Intentions? A Study in the Airline Industry," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.

## Recent Teaching Evaluations

<i>Academic Year</i>	<i>Course</i>	<i># of Students Enrolled</i>	<i># of Students Completed Evaluations</i>	<i>Student Ratings for the Instructor</i>
2016 – 17 Fall Semester	TOUR600 Ph.D. Thesis	3	3	4.00
2016 – 17 Fall Semester	MGMT600 Ph.D. Thesis	2	2	4.00
2016 – 17 Fall Semester	TOUR601 Quantitative Research Methods	6	5	3.64
2016 – 17 Fall Semester	TOUR601 Quantitative Research Methods	6	5	3.90
2016 – 17 Fall Semester	TOUR502 Strategic Management for Tourism and Hospitality Industry	14	12	3.56
2016 – 17 Fall Semester	TMKT314 Marketing for Tourism and Recreation Industry II	25	21	3.74
2016 – 17 Fall Semester	TMKT314 Marketing for Tourism and Recreation Industry II	22	17	3.54
2016 – 17 Spring Semester	TOUR600 Ph.D. Thesis	3	2	4.00
2016 – 17 Spring Semester	MGMT600 Ph.D. Thesis	2	2	4.00
2016 – 17 Spring Semester	TOUR601 Quantitative Research Methods	7	7	3.70
2016 – 17 Spring Semester	TOUR502 Strategic Management for Tourism and Hospitality Industry	13	12	3.61
2016 – 17 Spring Semester	TMKT314 Marketing for Tourism and Recreation Industry II	33	21	3.70
2017 – 18 Fall Semester	MGMT600 Ph.D. Thesis	1	1	4.00
2017 – 18 Fall Semester	MGMT600 Ph.D. Thesis	1	1	4.00
2017 – 18 Fall Semester	TMKT314 Marketing for Tourism and Recreation Industry II	31	19	3.66
2017 – 18 Fall Semester	TOUR502 Strategic Management for Tourism and Hospitality Industry	11	10	3.41
2017 – 18 Fall Semester	TOUR601 Quantitative Research Methods	8	7	3.67

*Notes:* TOUR502, 504, and 601 are graduate courses and the rest are undergraduate courses. The highest score for student ratings is 4.00.

### *Co-Supervised*

- Khan, Abdulrahim (2004), "The Impact of Organizational Culture on Employees' Psychological and Behavioral Outcomes: An Empirical Investigation in the Northern Cyprus Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.

### *Ph.D. Theses Supervised*

- Bouzari, Mona (2017), "The Effects of Servant Leadership and Psychological Capital on Hotel Salespeople's Critical Job Outcomes," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Cojocaru, Georgiana (2016), "The Effects of High-Performance Work Practices and Psychological Capital on Hotel Employees' Outcomes: The Mediating Role of Work Engagement," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Etehad, Bahar (2016), "High-Performance Work Practices," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Business and Economics, Eastern Mediterranean University, in progress.
- Ilkhanizadeh, Shiva (2017), "The Effect of Corporate Social Responsibility on Flight Attendants' Job Outcomes: The Mediating Role of Work Engagement," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Olugbade, Olusegun A. (2016), "Linking Challenge and Hindrance Stressors to Employees' Behavioral and Attitudinal Outcomes through Work Engagement," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Ozturk, Anastassia (2015), "Trust in Organization", Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Business and Economics, Eastern Mediterranean University, in progress.
- Safavi, Homayoun Pasha (2017), "Antecedents and Outcomes of Career Adaptability: An Empirical Study in the Hotel Industry," Gazimagusa, Turkish Republic of Northern Cyprus: Faculty of Tourism, Eastern Mediterranean University.

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### **Research Interests**

**Osman M. Karatepe's** research interests are in the areas of services marketing and management, internal marketing, and strategic management. Specifically, his research interests entail service quality, customer (dis)satisfaction and customer loyalty, internal branding, service recovery performance and customer complaint management, job resourcefulness and customer orientation, customer-related social stressors and emotional labor, work-family conflict and facilitation, job embeddedness, mission fulfillment, burnout and work engagement, career adaptability, social media in service settings, internationalization process of small and medium-sized firms, and scale development and validation.

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### **Ph.D. Dissertation Title**

The Relationship between Perceived Service Quality, Customer Satisfaction, and Purchase Intent: A Study of Bank Customers in Gazimagusa, Turkish Republic of Northern Cyprus

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## Publications

Professor Karatepe has contributed to the following international journals (refereed scholarly):

*Journal of the Academy of Marketing Science* (1 article)  
*Journal of Business Research* (1 article)  
*International Journal of Service Industry Management* (1 article)  
*The Service Industries Journal* (4 articles)  
*Journal of Air Transport Management* (5 articles)  
*Journal of Services Marketing* (1 article)  
*Marketing Intelligence and Marketing* (1 article)  
*Service Business* (2 articles)  
*Journal of Retailing and Consumer Services* (1 article)  
*International Journal of Bank Marketing* (4 articles)  
*Services Marketing Quarterly* (5 articles)  
*Health Marketing Quarterly* (1 article)  
*Journal of Financial Services Marketing* (1 article)  
*Journal of Health Management* (1 article)  
*Journal of Travel and Tourism Marketing* (3 articles)  
*Journal of Hospitality Marketing and Management (formerly known as the Journal of Hospitality and Leisure Marketing)* (5 articles)  
*Journal of Management and Organization* (1 article)  
*Journal of Management Development* (1 article)  
*E + M Ekonomie a Management* (2 articles)  
*Journal of Business Economics and Management* (2 articles)  
*Ekonomski Istraživanja-Economic Research* (4 articles)  
*Managing Service Quality* (1 article)  
*Cornell Hospitality Quarterly* (2 articles)  
*Tourism Management* (5 articles)  
*International Journal of Hospitality Management* (10 articles)  
*Journal of Hospitality and Tourism Research* (1 article)  
*International Journal of Tourism Research* (2 articles)  
*International Journal of Contemporary Hospitality Management* (17 articles)  
*Journal of Hospitality and Tourism Management* (4 articles)  
*International Journal of Hospitality and Tourism Administration* (6 articles)  
*Journal of Human Resources in Hospitality and Tourism* (10 articles)  
*Tourism and Hospitality Research* (2 articles)  
*Journal of Quality Assurance in Hospitality and Tourism* (1 article)  
*Tourism Analysis* (1 article)  
*Tourism Review* (2 articles)  
*Anatolia* (1 article)  
*FIU Hospitality Review* (2 articles)  
*Tourism: An International Interdisciplinary Journal* (2 articles)  
*Tourism and Hospitality Management* (1 article)  
*European Journal of Tourism, Hospitality and Recreation* (1 article)

**Professor Karatepe's** research has been cited in a number of articles published in international journals. Among others, his research has been cited in such leading journals as the *Journal of Marketing*, the *Journal of Retailing*, the *Journal of Service Research*, the *International Journal of Research in Marketing*, *Industrial Marketing Management*, the *Journal of Personal Selling and Sales Management*, the *International Marketing Review*, the *Journal of Services Marketing*, *European Journal of Marketing*, the *Journal of Service Management*, *Psychology and Marketing*, the *Journal of Business Research*, the *Journal of Business Logistics*, the *International Journal of Production Economics*, the *Journal of Product Innovation Management*, the *Journal of Service Theory and Practice*, the *Journal of Management*, *Academy of Management Perspectives*, the *Journal of Applied Psychology*, the *Journal of Vocational Behavior*, the *Journal of Business Ethics*, the *Leadership Quarterly*, *Annual Review of*

*Psychology, Personnel Psychology, the Journal of Organizational Behavior, the Journal of Management Studies, the International Journal of Nursing Studies, the Journal of Advanced Nursing, the Journal of Nursing Management, Aggression and Violent Behavior, the Journal of Occupational Health Psychology, Engineering Applications of Artificial Intelligence, Transportation, the Journal of Air Transport Management, Leisure Sciences, Tourism Management, the International Journal of Hospitality Management, the Journal of Travel Research, Annals of Tourism Research, the Journal of Sustainable Tourism, the Journal of Hospitality and Tourism Research, the International Journal of Contemporary Hospitality Management, and Cornell Hospitality Quarterly.* The h-index for **Professor Karatepe's** research in Google Scholar is 40 (just after fifteen years of research). Professor Karatepe has also reviewed more than 250 manuscripts in a number of leading journals since 2004.

In addition, his research has been widely cited in various refereed proceedings, edited books, textbooks, Ph.D. and master theses, and national journals.

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### **Chapter in an Edited Book**

**2008**

**183. Karatepe, Osman M.** (2008), "Work-Family Conflict and Facilitation: Implications for Hospitality Researchers," In the Handbook of Hospitality Human Resources Management, Dana Tesone, ed. Oxford, U.K.: Butterworth Heinemann, Elsevier, 237-64.

### **International Journal Publications: Refereed Scholarly**

**2019**

**182. Nart, Sima, Nihal Sututemiz, Senem Nart, and Osman M. Karatepe** (2019), "Internal Marketing Practices, Genuine Emotions and their Effects on Hotel Employees' Customer-Oriented Behaviors," Journal of Human Resources in Hospitality and Tourism, 18 (1).

**2018**

**181. Safavi, Homayoun Pasha\* and Osman M. Karatepe** (2018), "High-Performance Work Practices and Hotel Employee Outcomes: The Mediating Role of Career Adaptability," International Journal of Contemporary Hospitality Management. 30 (2). **(SSCI)**<sup>1</sup>

**180. Kim, Taegoo Terry, Osman M. Karatepe, and Gyehee Lee** (2018), "Psychological Contract Breach and Service Innovation Behavior: Psychological Capital as a Mediator," Service Business. **(SSCI)**

**179. Bouzari, Mona and Osman M. Karatepe** (2018), "Antecedents and Outcomes of Job Insecurity among Salespeople," Marketing Intelligence and Planning. **(SSCI)**

**178. Yavas, Ugur, Osman M. Karatepe, and Emin Babakus** (2018), "Does Positive Affectivity Moderate the Effect of Burnout on Job Outcomes? An Empirical Investigation among Hotel Employees," Journal of Human Resources in Hospitality and Tourism, 17 (4).

**2017**

**177. Hur, Kyungsuk, Taegoo Terry Kim, Osman M. Karatepe, and Gyehee Lee** (2017), "An Exploration of the Factors Influencing Social Media Continuance Usage and Information Sharing Intentions among Korean Travelers," Tourism Management, 63 (December), 170-78. **(SSCI)**

**176. Karatepe, Osman M. and Aram Eslamlou\*** (2017), "Outcomes of Job Crafting among Flight Attendants," Journal of Air Transport Management, 62 (July), 34-43. **(SSCI)**

175. Ilkhanizadeh, Shiva\* and **Osman M. Karatepe** (2017), "An Examination of the Consequences of Corporate Social Responsibility in the Airline Industry: Work Engagement, Career Satisfaction, and Voice Behavior," Journal of Air Transport Management, 59 (March), 8-17. **(SSCI)**
174. Kim, Taegoo Terry, **Osman M. Karatepe**, Gyehee Lee, and Lee, C-K. (2017), "Leader Political Skill and Casino Dealer Morale: The Mediating Role of Follower Perceptions of Leader-Member Exchange", Service Business, 11 (3), 665-92. **(SSCI)**
173. Bouzari, Mona\* and **Osman M. Karatepe** (2017), "Test of a Mediation Model of Psychological Capital among Hotel Salespeople," International Journal of Contemporary Hospitality Management, 29 (8), 2178-97. **(SSCI)**
172. Kim, Taegoo Terry, **Osman M. Karatepe**, Gyehee Lee, Seungjae Lee, Kyungsuk Hur, and Cui Xijing (2017), "Does Hotel Employees' Quality of Work Life Mediate the Effect of Psychological Capital on Job Outcomes?," International Journal of Contemporary Hospitality Management, 29 (6), 1638-57. **(SSCI)**
171. Babakus, Emin, Ugur Yavas, and **Osman M. Karatepe** (2017), "Work Engagement and Turnover Intentions: Correlates and Customer Orientation as a Moderator," International Journal of Contemporary Hospitality Management, 29 (6), 1580-98. **(SSCI)**
170. **Karatepe, Osman M.** and Olusegun A. Olugbade\* (2017), "The Effects of Work Social Support and Career Adaptability on Career Satisfaction and Turnover Intentions," Journal of Management and Organization, 23 (3), 337-55. **(SSCI)**
169. **Karatepe, Osman M.** and Turgay Avci (2017), "The Effects of Psychological Capital and Work Engagement on Nurses' Lateness Attitude and Turnover Intentions," Journal of Management Development 36 (8), 1029-39. **(ESCI)**<sup>2</sup>

## 2016

168. **Karatepe, Osman M.** and Niusha Talebzadeh\*\* (2016), "An Empirical Investigation of Psychological Capital among Flight Attendants," Journal of Air Transport Management, 55 (August), 193-202. **(SSCI)**
167. **Karatepe, Osman M.** and Georgiana Karadas\* (2016), "Service Employees' Fit, Work-Family Conflict, and Work Engagement," Journal of Services Marketing, 30 (5), 554-66. **(SSCI)**
166. **Karatepe, Osman M.** and Rashin Kaviti\*\* (2016), "Test of a Mediation Model of Organization Mission Fulfillment: Evidence from the Hotel Industry," International Journal of Contemporary Hospitality Management, 28 (5), 988-1008. **(SSCI)**
165. **Karatepe, Osman M.** (2016), "The Effect of Psychological Climate on Job Outcomes: Evidence from the Airline Industry," Journal of Travel and Tourism Marketing, 33 (8), 1162-80. **(SSCI)**
164. **Karatepe, Osman M.** and Olusegun A. Olugbade\* (2016), "The Mediating Role of Work Engagement in the Relationship between High-Performance Work Practices and Job Outcomes of Employees in Nigeria," International Journal of Contemporary Hospitality Management, 28 (10), 2350-71. **(SSCI)**
163. **Karatepe, Osman M., M. Mithat Uner,** and Akin Kocak (2016), "Investigating the Impact of Customer Orientation on Innovativeness: Evidence from Born-Global Firms in Turkey," Economic Research-Ekonomska Istrazivanja, 29 (1), 721-34. **(SSCI)**
162. **Karatepe, Osman M.** and Mehmet Aga (2016), "The Effects of Organization Mission Fulfillment and Perceived Organizational Support on Job Performance: The Mediating Role of Work Engagement," International Journal of Bank Marketing, 34 (3), 368-87. **(ESCI)**<sup>2</sup>

**161. Karatepe, Osman M.** (2016), "Does Job Embeddedness Mediate the Effects of Coworker and Family Support on Creative Performance: An Empirical Study in the Hotel Industry," Journal of Human Resources in Hospitality and Tourism, 15 (2), 119-32. **(LEAD ARTICLE)**

## **2015**

**160. Karatepe, Osman M.** (2015), "The Effects of Family Support and Work Engagement on Organizationally Valued Job Outcomes," Tourism: An International Interdisciplinary Journal, 66 (4), 447-64.

**159. Yavas, Ugur, Osman M. Karatepe, and Emin Babakus** (2015), "Gender-Choice Behavior Linkages: An Investigation in the Hospitality Industry," Tourism and Hospitality Management, 21 (2), 191-202.

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## 2013

46. Olugbade, Olusegun A.\* and **Osman M. Karatepe** (2013), "The Effect of Work Social Support on Career Adaptability, Career Satisfaction, and Turnover Intentions: Evidence from the Hotel Industry," The 2<sup>nd</sup> World Research Summit for Tourism and Hospitality: Crossing the Bridge, December 15-17, Orlando, Florida.
45. Karadas, Georgiana\* and **Osman M. Karatepe** (2013), "Do Psychological Capital and Work Engagement Enhance Frontline Employees' Satisfaction: A Study in the Hotel Industry," The 2<sup>nd</sup> World Research Summit for Tourism and Hospitality: Crossing the Bridge, December 15-17, Orlando, Florida.
44. **Karatepe, Osman M.**, Ugur Yavas, George D. Deitz, and Emin Babakus (2013), "Customer Orientation of Service Workers and Management Commitment to Service Quality: Relative Effects on Job Outcomes," The 2<sup>nd</sup> World Research Summit for Tourism and Hospitality: Crossing the Bridge, December 15-17, Orlando, Florida.
43. **Karatepe, Osman M.** and Sanaz Vatankhah\*\* (2013), "The Effects of High-Performance Work Practices and Job Embeddedness on Flight Attendants' Performance Outcomes," 6<sup>th</sup> International Conference on Services Management: Managing Services Across Continents, June 23-25, Girne, Northern Cyprus.
42. Yavas, Ugur, **Osman M. Karatepe**, and Emin Babakus (2013), "An Exploration of Hope as a Psychological Strength in the Workplace," Western Decision Sciences Institute, March 26-29, Long Beach, California.

## 2012

41. **Karatepe, Osman M.** (2012), "The Effects of Hope and Work Engagement on Frontline Employees' Performance Outcomes," 30<sup>th</sup> EuroCHRIE Annual Conference: Hospitality for a Better World, October 25-27, Lausanne, Switzerland.
40. Yavas, Ugur, **Osman M. Karatepe**, and Emin Babakus (2012), "Links among Organizational and Personal Resources and Work Outcomes: An Extension to the Health Care Sector," Marketing Management Association Spring Conference, Values and Vision: Marketing in Times of Change, March 28-30, Chicago, 1-2.

## 2011

39. **Karatepe, Osman M.** (2011), "Supervisor Support, Job Embeddedness, and Hotel Employee Outcomes: Evidence from Cameroon," The 1<sup>st</sup> World Research Summit for Tourism and Hospitality, December 10-13, Kowloon, Hong Kong.
38. Yavas, Ugur, **Osman M. Karatepe**, and Emin Babakus (2011), "Positive Affectivity as an Antidote to Work-Family and Family-Work Conflicts," In the Society for Marketing Advances, Advances in Marketing, Sensory Marketing-The Next Frontier, William J. Kehoe and Linda K. Whitten, eds. November 2-5, Memphis, Tennessee, 241-2.

## 2009

37. Yavas, Ugur, **Osman M. Karatepe**, and Emin Babakus (2009), "Organizational Support and Personal Trait Determinants of Service Worker Performance: An Empirical Study," South East Decision Sciences Institute: Thirty-Nine Annual Meeting, February 18-20, Charleston, South Carolina, 647-51.

***Papers in the National Conferences-Proceedings in Turkish: Refereed Scholarly***

**2004**

36. **Karatepe, Osman M.** and Mehmet Tekinkus (2004), "Is-Aile Catismasi, Duygusal Yorgunluk ve Hizmet Iyilestirme Performansi (Work-Family Conflict, Emotional Exhaustion, and Service Recovery Performance)," The 12<sup>th</sup> National Management and Organization Congress, May 27-29, Bursa, Turkey: Faculty of Economics and Administrative Sciences, Uludag University, 200-6.

**2001**

35. **Karatepe, Osman M.** and Mehmet Tekinkus (2001), "Isletmelerin Sinir Birimlerinde Calisan Isgorenlerin Hizmet Iyilestirme Performanslarina Iliskin Algilamalari Uzerinde Etkili Olan Faktorler (Factors Influencing Frontline Employees' Perceptions of Service Recovery Performance)," The 6<sup>th</sup> National Marketing Congress, June 28-July 01, Erzurum, Turkey: Faculty of Economics and Administrative Sciences, Ataturk University, 9-37.

**2000**

34. Avci, Turgay and **Osman M. Karatepe** (2000), "Isletmenin Sinir Birimlerinde Calisan Isgorenlerin Is Tatmini: Ampirik Bir Degerlendirme (Job Satisfaction of the Boundary-Spanning Role Employees: An Empirical Evaluation)," The 8<sup>th</sup> National Management and Organization Congress, May 25-27, Nevsehir, Turkey: Faculty of Economics and Administrative Sciences (Yozgat), Erciyes University, 543-70.
33. Ayhan, Dogan Yasar and **Osman M. Karatepe** (2000), "Kurumsal Imaji Belirleyen Degiskenler: Ampirik Bir Degerlendirme (Determinants of Corporate Image: An Empirical Assessment)," The 5<sup>th</sup> National Marketing Congress, November 16-18, Antalya, Turkey: Akdeniz University, 175-200.
32. **Karatepe, Osman M.** and Alptekin Sokmen (2000), "Isletmenin Sinir Birimlerinde Calisan Isgorenlerin Orgutsel Baglilik: Ampirik Bir Degerlendirme (Organizational Commitment of the Boundary-Spanning Role Employees: An Empirical Assessment)," The 7<sup>th</sup> National Business Administration Congress, CD-ROM, November 23-26, Kizilcahamam, Ankara: Baskent University.

**1999**

31. Ayhan, Dogan Yasar and **Osman M. Karatepe** (1999), "Kurumsal Imaj ile Urun Imajinin Kurumsal Kimlik Uzerindeki Etkilerinin Belirlenmesine Yonelik Bir Literatur Incelemesi (A Review of the Literature on the Effects of Corporate and Product Image on Corporate Identity)," The 4<sup>th</sup> National Marketing Congress, November 18-21, Antakya, Turkey: Faculty of Economics and Administrative Sciences, Mustafa Kemal University, 112-25.
30. Uner, M. Mithat and **Osman M. Karatepe** (1999), "Is Tatmini ve Orgutsel Bagliligin Hizmet Kalitesi Uzerindeki Etkilerinin Belirlenmesine Yonelik Ampirik Bir Degerlendirme (An Empirical Assessment on the Effects of Job Satisfaction and Organizational Commitment on Service Quality)," The 7<sup>th</sup> National Management and Organization Congress, May 27-29, Istanbul: Istanbul Bilgi University, 45-6.

**1998**

29. **Karatepe, Osman M.** (1998), "Hizmet Sektorunde Toplam Kalite Yonetiminin Uygulanabilirligine Yonelik Kavramsal Bir Inceleme (A Conceptual Assessment of the Applicability of the Total Quality Management to the Service Industries)," Quality in Public Administration: The 1<sup>st</sup> National Congress, May 26-27, Ankara: Public Administration Institute for Turkey and the Middle East, 107-19.

28. **Karatepe, Osman M.** and Ali Halici (1998), "Is Tatmininin Orgutsal Baglilik Uzerindeki Etkilerine Yonelik Ampirik Bir Degerlendirme (An Empirical Assessment of the Effect of Job Satisfaction on Organizational Commitment)," The 6<sup>th</sup> National Management and Organization Congress, May 21-23, Eskisehir, Turkey: Anadolu University, 139-58.
27. Uner, M. Mithat, **Osman M. Karatepe**, and Ali Halici (1998), "Bir Hizmet Kalitesi Modeli Yardimiyla Hizmet Kalitesi, Is Tatmini ve Orgutsal Baglilik Kavramlarinin Yapilandirilmesine Yonelik Bir Deneme (An Attempt to Integrate the Concepts of Service Quality, Job Satisfaction, and Organizational Commitment through a Service Quality Model)," The 6<sup>th</sup> National Business Administration Congress, November 12-14, Antalya, Turkey: Akdeniz University, 452-69.

***Non-Refereed Publication***

**2007**

26. **Karatepe, Osman M.** (2007), "Work-Family Balance in Frontline Service Jobs of the Hospitality Industry," EMU Research Newsletter, 3 (4), 8-9.

***Manuscripts / Papers: Under Review / In Revision / Submitted / Ready for Submission / In Preparation***

25. Kim, Taegoo Terry, **Osman M. Karatepe**, and Ung Young Chung (2018), "Political Skill".
24. Rastogi, Mansi, **Osman M. Karatepe**, and Mehmet Mehmetoglu (under review), "Work-Family Enrichment."
23. Bouzari, Mona and **Osman M. Karatepe** (under review), "Optimism."
22. Ibrahim, Siti Nur Hidayah\*, Choo Ling Suan, and **Osman M. Karatepe** (under review), "Turnover."
21. Ozturk, Anastasia\* and **Osman M. Karatepe** (in revision), "Work-Family Interface."
20. Demiral Hande, Taegoo Terry Kim, **Osman M. Karatepe**, and Gyehee Lee (under review), "Intention to Attend Festivals."
19. Kim, Taegoo Terry, **Osman M. Karatepe**, and Gyehee Lee (in revision), "Social Media."
18. Ozturk, Anastasia\* and **Osman M. Karatepe** (in revision), "Psychological Capital."
17. **Karatepe, Osman M.**, Emin, Babakus, Ugur Yavas, and George D. Deitz (under review), "Service Quality."
16. Olugbade, Olusegun A. and **Osman M. Karatepe** (under review), "Challenge and Hindrance Stressors."
15. Karadas, Georgian and **Osman M. Karatepe** (under review), "High-Performance Work Practices".
14. **Karatepe, Osman M.**, Taegoo Terry Kim, and Gyehee Lee (under review), "Incivility."
13. Safavi, Homayoun Pasha\* and **Osman M. Karatepe** (under review), "Job Embeddedness."
12. **Karatepe, Osman M.**, Anastasia Ozturk\*, and Taegoo Terry Kim (in revision), "Trust."
11. Ilkhanizadeh, Shiva and **Osman M. Karatepe** (under review), "Trust."
10. Kaviti, Rashin and **Osman M. Karatepe** (under review), "Absence Intentions."
09. Talebzadeh, Niusha and **Osman M. Karatepe** (under review), "Work Social Support."

08. **Karatepe, Osman M.**, Anastasia Ozturk, and Terry Taegoo Kim (in preparation), "Work Engagement among Frontline Bank Employees."
07. Olugbade, Olusegun A. and **Osman M. Karatepe** (in preparation), "Organizational Citizenship Behavior."
06. Karadas, Georgiana and **Osman M. Karatepe** (in preparation), "Crafting."
05. Etehad, Bahar\* and **Osman M. Karatepe** (in preparation), "Job insecurity"
04. Etehad, Bahar\* and **Osman M. Karatepe** (in preparation), "Authentic Leadership"
03. **Karatepe, Osman M.**, Anastasia Ozturk\*, and Taegoo Terry Kim (in preparation), "Work-Family Enrichment."
02. Bouzari, Mona and **Osman M. Karatepe** (in preparation), "Work Engagement among Salespeople."
01. **Karatepe, Osman M.** (in preparation), "Work Engagement."

<sup>1</sup> Social Sciences Citation Index, <sup>2</sup> Emerging Sources Citation Index, \* Ph.D. student, \*\* Master's student, \*\*\* Undergraduate student

### **Service for the Profession, the University, and the Community**

#### *Editorial and Reviewing Duties*

- Member, Editorial Board, *International Journal of Hospitality Management (SSCI)* (2013 - present)
- Member, Editorial Advisory Board, *International Journal of Contemporary Hospitality Management (SSCI)* (2010 - present)
- Member, Editorial Board, *Journal of Hospitality Marketing and Management (SSCI)* (2012 - present)
- Member, Editorial Board, *Advances in Hospitality and Tourism Research (ESCI)* (2013 - present)
- Member, Editorial Board, *International Journal of Bank Marketing (SSCI)* (2013 - 2015)
- Member, Editorial Board, *Journal of Hospitality and Tourism Management (ESCI)* (2013 - 2017)
- Member, Editorial Board, *Emerging Markets Case Studies* (2010 - 2012)
- Member, Editorial Board, *Anatolia: Turizm Arastirmalari Dergisi (Anatolia: Journal of Tourism Research)* (2002 - present)
- Member, Editorial Board, *Seyahat ve Otel Isletmeciligi Dergisi (Journal of Travel and Hotel Management)* (2004 - present)
- Ad-Hoc Reviewer, *Journal of Business Research (SSCI)*
- Ad-Hoc Reviewer, *Journal of Services Marketing (SSCI)*
- Ad-Hoc Reviewer, *European Journal of Marketing (SSCI)*
- Ad-Hoc Reviewer, *Journal of Marketing Management (SSCI)*
- Ad-Hoc Reviewer, *Marketing Intelligence and Planning (SSCI)*
- Ad-Hoc Reviewer, *Journal of Retailing and Consumer Services (SSCI)*
- Ad-Hoc Reviewer, *Behavior and Information Technology (SSCI)*
- Ad-Hoc Reviewer, *Journal of Air Transport Management (SSCI)*
- Ad-Hoc Reviewer, *Journal of Consumer Behavior (SSCI)*
- Ad-Hoc Reviewer, *The Service Industries Journal (SSCI)*
- Ad-Hoc Reviewer, *Tourism Management (SSCI)*
- Ad-Hoc Reviewer, *Annals of Tourism Research (SSCI)*
- Ad-Hoc Reviewer, *Cornell Hospitality Quarterly (SSCI)*
- Ad-Hoc Reviewer, *Journal of Hospitality and Tourism Research (SSCI)*
- Ad-Hoc Reviewer, *Journal of Travel and Tourism Marketing (SSCI)*
- Ad-Hoc Reviewer, *International Journal of Tourism Research (SSCI)*
- Ad-Hoc Reviewer, *Asia Pacific Journal of Tourism Research (SSCI)*

- Ad-Hoc Reviewer, *Current Issues in Tourism (SSCI)*
- Ad-Hoc Reviewer, *Aggression and Violent Behavior (SSCI)*
- Ad-Hoc Reviewer, *Ekonomiska Istrazivanja-Economic Research (SSCI)*
- Ad-Hoc Reviewer, *International Journal of Conflict Management (SSCI)*
- Ad-Hoc Reviewer, *European Review of Applied Psychology (SSCI)*
- Ad-Hoc Reviewer, *Personnel Review (SSCI)*
- Ad-Hoc Reviewer, *Journal of Managerial Psychology (SSCI)*
- Ad-Hoc Reviewer, *The International Journal of Human Resource Management (SSCI)*
- Ad-Hoc Reviewer, *Eastern European Economics (SSCI)*
- Ad-Hoc Reviewer, *Work and Stress (SSCI)*
- Ad-Hoc Reviewer, *European Journal of Work and Organizational Psychology (SSCI)*
- Ad-Hoc Reviewer, *International Journal of Manpower (SSCI)*
- Ad-Hoc Reviewer, *Business Ethics: A European Review (SSCI)*
- Ad-Hoc Reviewer, *Journal of Nursing Management (SSCI)*
- Ad-Hoc Reviewer, *Applied Research in Quality of Life (SSCI)*
- Ad-Hoc Reviewer, *Review of Managerial Science (SSCI)*
- Ad-Hoc Reviewer, *Employee Relations (SSCI)*
- Ad-Hoc Reviewer, *Asian Pacific Journal of Human Resources (SSCI)*
- Ad-Hoc Reviewer, *Waste Management (SSCI)*
- Ad-Hoc Reviewer, *International Journal of Hospitality and Tourism Administration (ESCI)*
- Ad-Hoc Reviewer, *Anatolia: An International Journal of Tourism and Hospitality Research (ESCI)*
- Ad-Hoc Reviewer, *Tourism: An International Interdisciplinary Journal (ESCI)*
- Ad-Hoc Reviewer, *Asia Pacific Management Review (ESCI)*
- Ad-Hoc Reviewer, *International Journal of Services Technology and Management (ESCI)*
- Ad-Hoc Reviewer, *Journal of Quality Assurance in Tourism and Hospitality (ESCI)*
- Ad-Hoc Reviewer, *Tourism and Hospitality Research (ESCI)*
- Ad-Hoc Reviewer, *Management Research Review (ESCI)*
- Ad-Hoc Reviewer, *Journal of Strategy and Management (ESCI)*
- Ad-Hoc Reviewer, *Journal of Organizational Effectiveness: People and Performance (ESCI)*
- Ad-Hoc Reviewer, *Journal of Global Marketing*
- Ad-Hoc Reviewer, *International Journal of Banking, Accounting and Finance*
- Ad-Hoc Reviewer, *Tourism in Marine Environments*
- Ad-Hoc Reviewer, *METU Studies in Development*
- Ad-Hoc Reviewer, *The University of Selcuk Journal of Institute for Social Sciences*
- Ad-Hoc Reviewer, *Canakkale Onsekiz Mart University, Journal of Administrative Sciences*
- Ad-Hoc Reviewer, *15<sup>th</sup>. Graduate Student Research Conference in Hospitality and Tourism - 2009*
- Ad-Hoc Reviewer, *2013 ICHRIE Conference, Service Marketing and Management Track*
- Ad-Hoc Reviewer, *2012 ICHRIE Conference, Service Marketing and Management Track*
- Ad-Hoc Reviewer, *Asia-Pacific Council on Hotel, Restaurant, & Institutional Education (APac CHRIE) Conference – 2009*
- Reviewer for Book Proposal, Elsevier
- Reviewer for Book Proposal, Emerald
- Reviewer for the Research Foundation-Flanders (FWO), Belgium
- Reviewer for Research Proposals, Research Grants Council, Hong Kong
- Reviewer for Research Proposals, The United Arab Emirates University
- Member, International Scientific Committee, *Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference (jointly organized by Eastern Mediterranean University and Washington State University, July 10-15), Gazimagusa, Northern Cyprus - 2017*
- Member, Scientific Committee, *The 9<sup>th</sup> International Conference: New Perspectives in Tourism and Hospitality Management, (jointly organized by Balikesir University in Turkey and University of Finance and Management in Poland), - 2014*

- Member, Review Board, *The 9<sup>th</sup> International Congress on Cyprus Studies, Eastern Mediterranean University - 2014*
- Member, Review Board, *The 1<sup>st</sup> National Vocational Schools' Social and Technical Sciences Congress Bulent Ecevit University - 2014*
- Member, Review Board, *The 5<sup>th</sup> World Conference for Graduate Research in Tourism, Hospitality, and Leisure - 2010*
- Member, Review Board, *The 4<sup>th</sup> World Conference for Graduate Research in Tourism, Hospitality, and Leisure - 2008*
- Member, Review Board, *The 3<sup>rd</sup> World Conference for Graduate Research in Tourism, Hospitality, and Leisure - 2006*
- Member, Review Board, *The 1<sup>st</sup> National Tourism Congress of Turkey, Vocational School of Karasu, Sakarya University - 2007*
- Co Editor-in-Chief, *EMU Journal of Tourism Research - 2003, 2004, and 2005*
- Associate Editor, *EMU Journal of Tourism Research - 2000, 2001, and 2002*

#### *Administrative Positions*

- Elected Member (Professors' Representative), University Senate, Eastern Mediterranean University, October 08, 2012 - October 07, 2015
- Member, Executive Committee of the Center for Tourism Research, Eastern Mediterranean University, December 19, 2000 - 2002 and October 26, 2004 - 2006
- Director, School of Tourism and Hospitality Management, Eastern Mediterranean University, September 23, 2003 - April 30, 2004
- Member, University Executive Board, Eastern Mediterranean University, September 23, 2003 - April 30, 2004
- Member, University Senate, Eastern Mediterranean University, September 23, 2003 - April 30, 2004
- Assistant Chair, Center for Tourism Research, Eastern Mediterranean University, February 01, 2001 - 2004
- Coordinator for Investments, Vice Rector's Office, Eastern Mediterranean University, February 11, 2002 - August 05, 2002
- Head, Program of Food and Beverage Management, Baskent University, October 1997 - December 1998

#### *Committee Assignments*

- Participated in the Preparation of the Strategic Plan (2017 - 2022) for the Faculty of Tourism at Eastern Mediterranean University, November 30 2016 , December 07 2016, and January 03, 2017
- External Jury Member, Assistant Professorship, European University of Lefke, December 12, 2017
- External Jury Member, Associate Professorship, University of Central Florida, April 28, 2017
- External Jury Member, Assistant Professorship, European University of Lefke, January 02, 2017
- External Jury Member, Assistant Professorship, European University of Lefke, January 02, 2017
- External Jury Member, Professorship Exam, Girne American University, January 20, 2016
- External Jury Member, Associate Professorship Exam, Girne American University, October 5, 2015 and November 02, 2015
- External Jury Member, Performance Assessment of an Assistant Professor, Ozyegin University, September 17, 2015
- External Jury Member, Associate Professorship Exam, Cyprus International University, March 31, 2015 and June 04, 2015
- External Examiner of Ph.D. Dissertation in the Field of Business Administration, Southern Cross University, March 21, 2014
- Member, Rector Candidate Determination Committee, May 21-July 08, 2014
- Member, Accreditation Committee, FIBAA (Foundation for International Business Administration Accreditation), Faculty of Tourism, Eastern Mediterranean University, September 2013-March 2014
- Chair, the University Curriculum Committee, July 23, 2012-2015
- Member, Faculty Council, Faculty of Tourism, Eastern Mediterranean University March 2012-present

- Member, Committee for the Suggestions for the Performance Measurement and Assessment for Academic Staff, School of Tourism and Hospitality Management, Eastern Mediterranean University, May 2011
- Participated in the Preparation of the Strategic Plan (2011 - 2015) for the School of Tourism and Hospitality Management at Eastern Mediterranean University, January 26 - 27, 2011
- Member, Finalized the 1.1.1.04 International Journal List for Academic Promotions, December 2010
- Member, Committee on the Selection of the Most Suitable Director for the Food Service Outlets of the Eastern Mediterranean University on December 02, 2010
- Member, Committee on the Selection of the Most Suitable Executive Chef for the Food Service Outlets of the Eastern Mediterranean University on November 09, 2010
- Member, TedQual (Tourism Education Quality) Accreditation Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, October 07 - November 05, 2009
- Reserve Member, Committee for Academic Disciplinary Actions, 2009 - 10 Academic Semester
- Reserve Member, Committee for Academic Disciplinary Actions, 2008 - 09 Academic Semester
- Member, Committee for 1.1.1.04 International Journal Selection for Academic Promotions, July 2008 - February 2009
- Member, Jury for the Appointment of Assistant Professorship, School of Tourism and Hospitality Management, Eastern Mediterranean University, October 2007 and February 2012
- Member, School Council, School of Tourism and Hospitality Management, Eastern Mediterranean University 2007 - 2008 and 2008 - 2009 Academic Years
- Member and Assistant Chair, Ethical Board Committee, Eastern Mediterranean University, January 2011
- Member, Ethical Board Committee, Eastern Mediterranean University, September 2007 - present
- Member, Research Advisory Board, Eastern Mediterranean University, April 06, 2005 - December 31, 2013
- Member, Workload Committee, Eastern Mediterranean University, July 2007 - January 2008
- Member, Committee for the Evaluation of the Principles for the Performance Measurement and Assessment for Academic Staff, School of Tourism and Hospitality Management, Eastern Mediterranean University, April 2007
- Member, European University Association-Institutional Evaluation Research Section, Eastern Mediterranean University, May 12 - July 06, 2006
- Coordinator, TedQual (Tourism Education Quality) Accreditation Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, May 02 - 17, 2005
- Participated in the Promotion of the School of Tourism and Hospitality Management, Eastern Mediterranean University to Prospective Students in Northern Cyprus High Schools, 2005, 2006, and 2007
- Member, Accreditation Committee, Eastern Mediterranean University, 2004 - 2005 Fall Semester
- Member, Research Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2004 - 2007
- Member, Congress Development Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2004 - 2005 Fall Semester
- Participated in the Preparation of the Strategic Plan for the School of Tourism and Hospitality Management at Eastern Mediterranean University, June 15 - 16, 2004
- Member, Purchasing and Tender Committee, Eastern Mediterranean University, November 06, 2002 - September 25, 2003
- Member, School Promotion Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2002 - 2003 Fall Semester
- Member, Graduate Studies Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2002 - 2003 Fall Semester
- Member, Vocational School Council, Baskent University, October 1997 - December 1998

#### *Service for the Community*

- Participant, BRT 2 Television, September 13, 2013  
Title of the Topic: Scientific Research in Tourism
- Participant, Channel T Television, November 16, 2012  
Title of the Topic: Academic Quality and Publications in Tourism Education

- Participant, Ada Television, October 27, 2011  
Title of the Topic: Research and Publications in Tourism
- Moderator, February 23, 2008  
Title of the Panel: Determining New Products for External Markets and Branding Strategies
- Moderator, March 26, 2007  
Title of the Panel: Expectations from the Turkish Republic of Northern Cyprus Tourism in 2007
- Moderator, May 17, 2006  
Title of the Panel: New Perspectives in the Air Transportation in the Turkish Republic of Northern Cyprus
- BRT - Radio Program (June 25, 2004)-The Importance of Frontline Employees in the Tourism Industry
- Seminar on the Hospitality Operations and Food and Beverage Cost Control Given to a Group of Instructors at Baskent University in July - September 1998
- Seminar on the Managerial Aspects of Food and Beverage Operations Given to Food and Beverage Managers of the Dedeman Hotel Chain in Ankara, Turkey in April 1998
- Seminar on Rooms Division and Food and Beverage Service Operations Given to a Group of Instructors at Baskent University in September 1997
- Bar and Beverage Operations and Management Course Given to a Group of Hospitality Audience at King Hotel in Ankara, Turkey between October 1996 and January 1997

#### *Professional Affiliation*

- Member, American Marketing Association, 2005 - 2010
- Member, Skål International, 2009 - 2012

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#### *Industry Experience*

- Junior Service Captain, Mersin Hilton, Turkey, July - September 1992
  - Trainee in Food and Beverage Outlets, Ankara Hilton, Turkey, January - July 1991
  - Cost Control Clerk, Club Aldiana, Kemer, Antalya, Turkey, June - September 1990
  - Trainee in Front Office, Ankara Hilton, Turkey, June - September 1989
  - Translation Office, Giresun, Turkey, 1985 - 1987 Summer Period
-