

Cheri A. Young

University of Denver
Daniels College of Business
Fritz Knoebel School of Hospitality Management
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EDUCATION

Cornell University , School of Hotel Administration, Ithaca, New York Ph.D. in Organizational Behavior	1999
Rochester Institute of Technology , Rochester, New York M.S. in Hospitality-Tourism Management	1988
State University of New York at Albany , Albany, New York B.S. in Business Administration B.S. in Mathematics	1985

TEACHING EXPERIENCE

University of Denver

Associate Professor

Knoebel School of Hospitality Management, Daniels College of Business 9/11-present
Primary teaching responsibilities for lodging operations, human capital, and food and beverage capstone courses.

University of Nevada, Las Vegas

Associate Professor, College of Hotel Administration

7/05-6/11

Assistant Professor, College of Hotel Administration

8/99-6/05

Currently teach or have taught the following courses:

HMD407 Organizational Behavior Applied to the Service Industries

HMD408 Labor-Management Relations

HMD376 Leadership Experience in the Service Industries

HMD103 Lodging Operations

MHA745 Organizational Behavior and Human Resources (for online Executive Master's Program)

HOA737 Philosophy of Science (developed this graduate-level course and wrote a book specifically for use in this class)

Developed an online version of the undergraduate organizational behavior class and use WebCampus extensively in my face-to-face courses. Have received more than 12 grants totaling over \$270K while at UNLV. Am actively engaged in university-, college-, and department-level service, and enjoy mentoring junior colleagues, graduate, and undergraduate students. Voluntarily started and am helping to lead a strategic planning initiative for revising the strategic plan, redesigning the organizational structure, and conducting a zero-based curriculum review.

Research Associate

8/06-5/07

INCAE Business School, San Jose, Costa Rica

INCAE Business School, under the technical supervision of Harvard University, is one of only eight business schools outside North America accredited by the American Assembly of Colleges and Schools of Business. While on sabbatical from UNLV, I conducted research on the psychographic characteristics of North American tourists attracted to Costa Rica, and the behaviors of second-home owners in Costa Rica. Additionally, I gave presentations to tourism officials from across the country regarding American tourists to Costa Rica, and taught an MBA course on strategic hospitality management.

Instructor, Hotel and Restaurant Administration

8/98-5/99

Washington State University, Pullman, Washington

Redesigned and taught Hospitality Management and Organization, and International Tourism, conducted scholarly research for academic and industry audiences, and headed the committee for curriculum review for the department.

Adjunct Instructor, School of Hotel Administration

Cornell University, Ithaca, New York

Summer 1997, 1998

Taught undergraduate Human Resource Management. Developed syllabus, course materials, and team projects. Used the case method to develop students' critical thinking.

Research and Teaching Assistant, School of Hotel Administration

8/94-8/98

Cornell University, Ithaca, New York

Assisted professors with content and administration of courses, as well as guest lectured. Courses included: Human Resources Management (undergraduate and graduate level), Leadership and Small Group Processes, and Managing Organizational Change.

Assistant Professor, Food, Hotel & Resort Management

8/92-8/94

Adjunct Faculty, Food, Hotel & Resort Management

9/91-8/92

Keuka College, Keuka Park, New York

Assisted in the development of the new Food, Hotel & Resort Management degree program, including development of curriculum, laboratory experiences, recruitment strategies, internships and experiential learning programs. Expedited development of a student-operated restaurant on campus. Was a member of the Professional Standards Committee (tenure granting and promotion decisions).

Adjunct Faculty, School of Food, Hotel & Travel Management
Rochester Institute of Technology, Rochester, New York

12/90-3/91

Conducted introductory food service class encompassing current trends, menu design, nutrition, safety and sanitation, purchasing, receiving, cooking principles, terminology and identification and standards for quality food production and presentation.

EXECUTIVE EDUCATION

Barono Resort & Casino

5/09

Developed a one-day module on moving supervisors and managers from the perspective of employees as human resources to one of human capital and all that it implies in terms of investment and leveraging.

Russian Association for Gaming & Business Development

2/02

Developed and delivered four executive education modules to approximately 120 Russian gaming managers in Moscow, Russia. Seminars were simultaneously translated using two interpreters. The modules included:

- Coaching and Supportive Communication
- Empowerment
- Strategic Human Resources Management
- Human Capital

Taos Mountain Casino

6/02

Developed a custom management certificate program for the staff from this Native American casino for the International Gaming Institute at UNLV. Delivered two modules on emotional intelligence out of a curriculum of 15 modules.

REFEREED PUBLICATIONS

Shinnar, R. S., Young, C. A., & Cho, S. (in press). Acculturation and financial issues for Latino immigrants. *Journal of Personal Finance*, 7 (3).

Young, C. A., & Corsun, D. L. (2010). Burned! The impact of work aspects, injury, and job satisfaction on unionized cooks' intentions to leave the cooking occupation. *Journal of Hospitality and Tourism Research*, 34(1), 78-102.

Young, C. A., & Corsun, D. L. (2009). What a nuisance: Controlling for NA versus personality in hospitality stress research. *International Journal of Hospitality Management*, 28, 280-288.

Shinnar R. S., & Young, C. A. (2008). Hispanic immigrant entrepreneurs in the Las Vegas metropolitan area: Motivations for entry into, and outcomes of, self-employment. *Journal of Small Business Management*, 46, 242-262.

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- Hirshorn, B. A., Young, C. A., & Bernhard, B. (2007). Factors associated with recreational gambling among older adults. *International Gambling Studies*, 7, 345-360.
- Young, C. A., Corsun, D. L., & Baloglu, S. (2007). A taxonomy of hosts: Visiting friends and relatives. *Annals of Tourism Research*, 34(2), 497-516.
- Young, C. A., Shinnar, R. S., Ackerman, R., Carruthers, C., & Young, D. A. (2007). Implementing and sustaining service learning at the institutional level. *Journal of Experiential Education*, 29(3), 344-365.
- Young, C. A., Kruke, J., & Celli, T. (2006). Tyrannical or terrific? Leadership at Palazzo Shoe Store. *Case Research Journal*, 26(3), 79-87. NOTE: Although this has a 2006 publication date, it appeared in print in Summer 2007.
- Corsun, D. L., & Young, C. A. (2006). The Box Tree. *Case Research Journal*, 26(1), 1-9. NOTE: Although this has a 2006 publication date, it appeared in print in Winter 2007.
- Corsun, D. L., Young, C. A., McManus, A., & Erdem, M. (2006). Overcoming managers' perceptual shortcuts through improvisational theater training. *Journal of Management Development*, 25(4), 298-315.
- Lundberg, C. C., & Young, C. A. (2005, Fall). Modified grounded theory: How defensible is it? *American Association of Behavioral and Social Sciences Journal*, 90-98.
- Young, C. A., & McManus, A. (2005). A value-driven process model of hospitality human capital. *Journal of Human Resources in Hospitality and Tourism*, 4(2), 1-26.
- Shinnar, R. S., Young, C. A., & Corsun, D. L. (2004). Las Vegas locals as gamblers and hosts to visiting friends and family: Characteristics and gaming behavior. *Gaming Research & Review Journal*, 8(2), 39-48.
- Shinnar, R. S., Young, C. A., & Meana, M. (2004). The motivations for and outcomes of employee referrals. *Journal of Business and Psychology*, 19(2), 271-283.
- Shinnar, R. S., & Young, C. A. (2004). Developing students' management skills through service learning. *Journal of Hospitality and Tourism Education*, 15(4), 19-27.
- Young, C. A., Corsun, D. L., & Shinnar, R. S. (2004). Moving from fire fighting to fire prevention: What service organizations need to know. *International Journal of Contemporary Hospitality Management*, 16(1), 27-36.
- Ginn, G. O., & Young, C. A. (2003). Competing in the assisted living industry: A hospitality perspective. *Nursing Homes Long Term Care Management*, 53(3), 62-65.
- Lundberg, C. C., & Young, C. A. (2001). A note on emotions and consultancy. *Journal of Organizational Change Management*, 14(6), 530-538.

- Young, C. A., & Brewer, K. P. (2001). Marketing continuing care retirement communities: A model of residents' perceptions of quality. *Journal of Hospitality & Leisure Marketing*, 9(1/2), 133-151.
- Lundberg, C. C., Rainsford, P., Shay, J., & Young, C. A. (2001). Case writing reconsidered. *Journal of Management Education*, 25(4), 450-463.
- Young, C. A., Corsun, D. L., Muller, C., & Inman, C. (1999). Using behavior modeling to teach the interpersonal elements of restaurant management. *Journal of Hospitality and Tourism Research*, 22(4), 395-412.
- Corsun, D. L., & Young, C. A. (1998). An occupational hazard: Alcohol consumption among hospitality managers. *Marriage and Family Review*, 28(1/2), 187-211.
- Lundberg, C. C., & Young, C. A. (1997). Newcomer socialization: Critical incidents in hospitality organizations. *Journal of Hospitality and Tourism Research*, 21(2), 58-74.
- Lundberg, C. C., & Young, C. A. (1997). The mirage of analysis: A commentary on *When Corporations Rule the World*. *Public Administration and Management*, 2(2), Part II, www.hbg.psu.edu/Faculty/jxr11/lund1.html.
- Young, C. A., & Lundberg, C. C. (1996). Creating a good first day on the job. *Cornell Hotel and Restaurant Administration Quarterly*, 37(6), 26-33.
- Enz, C. A., Corsun, D. L., & Young, C. A. (1996). The politics of smoking: Findings or agendas? *Cornell Hotel and Restaurant Administration Quarterly*, 37(6), 8-12.
- Corsun, D. L., Young, C. A., & Enz, C. A. (1996). Should New York City's restaurateurs lighten up? Effects of the city's Smoke-Free Air Act, *Cornell Hotel and Restaurant Administration Quarterly*, 37(2), 25-33.

CONFERENCE PROCEEDINGS

- Young, C. A., Corsun, D. L., & Shinnar, R. S. (2001). The hidden dangers of service-recovery empowerment: Implications for research and practice. *Proceedings of the Eight Annual International Conference on Advances in Management*, 8, 56-57.
- Young, C. A., & Corsun, D. L. (1997). Perceptual shortcuts: Exercises for surfacing and modifying their use. *Proceedings of the Fourth International Organizational Behaviour Teaching Conference*.

BOOKS

Lundberg, C. C., & Young, C. A. (2009). *Hospitality Management Reality: A Casebook*. Prentice-Hall.

Lundberg, C. C., & Young, C. A., eds. (2005). *Foundations for Inquiry: Choices and Tradeoffs in the Organizational Sciences*. Stanford, CA: Stanford University Press.

BOOK CHAPTERS

Hardigree, C., Norman, E., Sammons, G., Eade, V., Werner, W., Woods, R. H., & Young, C. A. (2007). Driving hospitality into the future. In D. G. Rutherford & M. J. O'Fallon (Eds.), *Hotel Management and Operations* (4th edition). New York: Wiley.

Young, C. A. (2004). Messages, meanings, and making sense: Managing organizational socialization in hospitality and tourism organizations. In Salih Kusluvan (Ed.), *Managing employee attitudes and behaviors in the tourism and hospitality industry* (1st edition). USA: Nova Science Publishers.

Young, C. A. (2001). Raw nerves at the nerve center. In D. G. Rutherford (Ed.), *Hotel management and operations* (3rd edition). New York: Van Nostrand Reinhold.

REVISE AND RESUBMIT/UNDER REVIEW/IN PROGRESS

Young, C. A., Corsun, D. L., & Loth, D. (revise and resubmit). The road to Tortuguero: The impact of access on tourism and social equity. For submission to the *Case Research Journal*.

Young, C. A., Zamoyski, J., & Linch, A. (revise and resubmit). One strike and you're out: Managing labor relations at the Torre Romero Hotel. *Case Research Journal*.

Young, C. A., Corsun, D. L., & Shinnar, R. S. (in progress). Will they do it? Predicting shop steward participation in traditional and non-traditional union duties. For submission to *Journal of Labor Research*.

CONFERENCE PAPERS

Nelson, K. B., Nelson, D., & Young, C. A. (2010). Up, up, and away! Event planning and production in Las Vegas. Accepted for presentation at the *North American Case Research Association Conference*, Gatlinburg, TN.

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- Young, C. A., Corsun, D. L., & Loth, D. (2008). The road to Tortuguero. Presented at the *North American Case Research Association Conference*, Manchester, NH. ***Awarded a Silver Medal out of 85 cases presented.**
- Young, C. A., Corsun, D. L., & Costen, W. M. (2008). The art of teaching with cases. Presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Atlanta, GA.
- Hirshorn, B. A., & Young, C. A. (2007). How older Las Vegans negotiate space and conceptualize place: The impact of face-paced, multi-faceted environmental change. Presented at the *Gerontological Society of America Conference*, San Francisco, CA.
- Gupte, J., Young, C. A., & Corsun, D. L. (2006). Cleaning up housekeeping at the Davidson Hotel. Presented at the *North American Case Research Association Conference*, San Diego, CA.
- Mangino, K., Corsun, D. L., & Young, C. A. (2006). What's cooking at ASP? Presented at the *North American Case Research Association Conference*, San Diego, CA.
- Shinnar, R. S., & Young, C. A. (2006). Hispanic immigrant entrepreneurs in the Las Vegas metropolitan area: Motivations for entry into, and outcomes of, self-employment. Presented at the *San Francisco-Silicon Valley Global Entrepreneurship Research Conference*, San Francisco, CA.
- Hirshorn, B. A., Young, C. A., Bernhard, B. J., & Preston, F. W. (2005). Factors associated with gambling frequency among older adults. Presented at the *Gerontological Society of America Conference*, Orlando, FL.
- Young, C. A., Corsun, D. L., & McManus, A. L. (2005). The kitchen has a revolving door: The impact of work aspects, injury, and job satisfaction on intentions to leave the cooking occupation. Presented at *Western Academy of Management 45th Annual Meeting*, Las Vegas, NV.
- McManus, A.L., Young, C.A., & Canale, D. (2005). The definition, value, and organizational processes of hospitality human capital. Tenth Annual *Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Myrtle Beach, SC. ***Nominated, best paper.**
- Corsun, D.L., Young, C.A., & McManus, A.L. (2005). The cost-quality tradeoff of outsourced foods in hotel kitchens. Presented at *Council for Hotel, Restaurant, and Institutional Education Conference*, Las Vegas, NV.
- Young, C. A., & McManus, A. (2004). The Eurotel Buenos Aires. Case presented at the *North American Case Research Association Conference*, Sedona, AZ.

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- Lundberg, C. C., & Young, C. A. (2004). Modified grounded theory: How defensible is it? Presented at the *American Association of Behavior and Social Sciences Conference*, Las Vegas, NV.
- Shinnar R. S., & Young, C. A. (2003). Developing students' management skills through service learning. Paper presented at the *Organizational Behavior Teaching Conference*, Springfield, MA.
- Shinnar R. S., Young, C. A. & Meana, M. (2003). The motivations for and outcomes of employee referrals. Paper presented at the *Eighth Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Las Vegas, NV.
- Celli, T., Kruke, J., & Young, C. A. (2002). Carpacio's Shoe Store. Presented at the *North American Case Research Association Conference*, Banff, BC with my two undergraduate student co-authors.
- Young, C. A., Erdem, M., Cho, S., Shinnar, R., & Champaner, E. (2002). Identifying critical adaptation issues faced by foreign-born Latino hospitality employees: An Exploratory, qualitative approach. Presented at the *American Association of Behavioral and Social Sciences Conference* in Las Vegas, Nevada.
- Shinnar, R. S., & Young, C. A. (2002). The impact of making referrals: A model of employee recommenders' motivations and outcomes. *Seventh Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas.
- Maitlis, S., & Young, C. A. (2002). The social construction of emotion in service work. Presented at the *Western Academy of Management*, Santa Fe, New Mexico.
- Young, C. A. (2000). A dynamic model of coping: Capturing the complexities of stressful events, emotions, and coping. Paper presented at the *Seventh Annual International Conference on Advances in Management*, Colorado Springs, Colorado.
- Young, C. A. (2000). Understanding the nature of coping with service work stress. Paper presented at the *Western Academy of Management*, Kona, Hawaii. ***Paper was nominated for Best Paper overall; received Best Paper Award in Careers Division.**
- Young, C. A. (1999). The Danbury Hotel. Presented at the *North American Case Research Association Conference*, Santa Rosa, California.
- Young, C. A. (1999). Service workers' coping strategies: Dealing with stressful work events and negative emotions. Paper presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Albuquerque, New Mexico.

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- Young, C. A. (1999). How service workers cope with minor work hassles and negative emotions. Paper presented at the Ninth European *Congress on Work and Organizational Psychology*, Espoo-Helsinki, Finland.
- Young, C. A., & Corsun, D. L. (1999). The role of personality in work stress. Paper presented at the Ninth European *Congress on Work and Organizational Psychology*, Espoo-Helsinki, Finland.
- Lundberg, C. C., Rainsford, P., Shay, J., Young, C. A. (1999). Rut versus repertoire: Case writing reconsidered. Paper presented at the *Western Academy of Management*, Redondo Beach, California.
- Young, C. A. (1997). Toward understanding the influence of positive affect on employee performance. Paper presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Providence, Rhode Island.
- Corsun, D. L., & Young, C. A. (1997). Facilitating workers' sense of dignity in the workplace: A structured conceptualization. Paper presented at the *Council on Hotel, Restaurant, and Institutional Education Conference*, Providence, Rhode Island.
- Young, C. A., Corsun, D. L., Mueller, C., & Inman, C. (1997). The right method for the task: Using experiential learning with behavior modeling to teach management skills. Paper presented at the *Eastern Academy of Management*, New Brunswick, New Jersey.
- Young, C. A. (1996). On the way to the Pinnacle. Case presented at the *North American Case Research Association Conference*, Colorado Springs, Colorado.
- Corsun, D. L., & Young, C. A. (1996). Consumer behaviors and attitudes: Effects of New York City's Smoke-Free Air Act. Paper presented at the *Council on Hotel, Restaurant and Institutional Education Conference*, Washington, DC.
- Young, C. A. (1996). Critical incidents and commitment in hospitality organizations. Paper presented at the *Eastern Academy of Management*, Arlington, Virginia.
- Young, C. A., & Corsun, D. L. (1996). Work & well-being: An individualized study of stress. Presented at the *Conference on Graduate Education and Graduate Students Research in Hospitality and Tourism*, Houston, Texas.
- Young, C. A. (1996). Experiences of organizational entry: A critical incident study. Paper presented at the *Conference on Graduate Education and Graduate Students Research in Hospitality and Tourism*, Houston, Texas.
- Young, C. A. (1995). Service encounter coping strategies: Training for success. Paper presented at the *Center for Hospitality Research's Research Symposium*, New York, New York.

RESEARCH REPORTS TO SPONSORS

- Barrash, D., & Young, C. A. (2005). *The member needs assessment study*. This 156-page report to the North American Association of Food Equipment Manufacturers summarized the results of an extensive study of the association's members' evaluations of satisfaction and quality.
- Barrash, D., & Young, C. A. (2005). *2005 attendee show evaluation report*. This 131-page report to the North American Association of Food Equipment Manufacturers detailed the results of attendees' reactions and subsequent evaluations of the perceived benefits of The NAFEM Show, its value, and their satisfaction and return intentions.
- Barrash, D., & Young, C. A. (2005). *2005 exhibitor show evaluation report*. This 97-page report to the North American Association of Food Equipment Manufacturers detailed the results of exhibitors' reactions and subsequent evaluations of the perceived benefits of The NAFEM Show, its value, and their satisfaction and return intentions; their opinions regarding the future positioning of The NAFEM Show; and their usage of various services associated with exhibiting at The NAFEM Show.
- Young, C. A., & Corsun, D. L. (2004). *The hotel-restaurant viability study*. This 35-page report to the San Francisco Hotels Partnership detailed the results of a financial analysis of the P&L statements of the thirteen hotels and case studies of the effectiveness of two restaurant pilot projects.
- Young, C. A., & Corsun, D. L. (2004). *The impact of outsourcing: Implications for management and labor*. This 92-page report stated the results of a multi-method study of the impact of outsourcing food products in the outlets of hotels.
- Barrash, D., & Young, C. A. (2003). *Size & Shape of the Industry*. This 133-page report to the North American Association of Food Equipment Manufacturers provided up-to-date and accurate data regarding equipment and supplies sales in the North American food equipment and supplies manufacturing industry.
- Young, C. A. (2003). *Critical issues facing Latino immigrant fathers and families: Employment, finances and resources*. This 53-page report to the Annie E. Casey Foundation summarized the findings of a study conducted to identify the various challenges of Latino immigrant hotel workers in Las Vegas.
- Corsun, D. L., Young, C. A., Shinnar, R. S., & Farrar, A. (2003). *Hosting visiting friends and relatives*. This 79-page report to the Las Vegas Visitors and Convention Authority summarized the findings of a study to assess the impact of visiting friends and family on the spending behavior of local residents.

Young, C. A., Corsun, D. L., & Shinnar, R. S. (2000). *The Culinary Union shop steward study*. This 28-page report to the Culinary Union detailed the results of a study of shop stewards' willingness to work on behalf of the union.

GRANTS

Young, C. A. (2008). Employee engagement. The Harrah's Foundation; Amount: \$39,000

Barrash, D., & Young, C. A. (2006). Size & Shape of the Industry. North American Association of Food Equipment Manufacturers; Amount: \$9,000

Barrash, D., & Young, C. A. (2004). Understanding the foodservice equipment & supplies industry: Current trends, future issues, implications for today. Foodservice Equipment Reports; Amount: \$40,000

Young, C. A., & Naylor, G. (2003). Perceptions of justice, civility, equity and inclusiveness: Implications for faculty retention. UNLV Administration; Amount: \$20,000

Barrash, D., & Young, C. A. (2003). Size & Shape of the Industry. North American Association of Food Equipment Manufacturers; Amount: \$15,000

Young, C. A. (2002). Self-employment among Latino immigrants: Opportunities and barriers. UNLV Applied Research Initiative grant; Amount: \$37,500

Young, C. A., Carruthers, C., Young, D. A., Ackerman, R., and Paver, J. (2002). The service learning initiative: A study of best practices in higher education service learning; UNLV Planning Initiative Award. Amount: \$9,699

Young, C. A. (2001). Critical issues facing Latino immigrant families: Employment, finances, and resources; Annie E. Casey Foundation. Amount: \$75,000

Young, C. A. (2001). Working conditions and health of Las Vegas casino-hotel guest room attendants; University of California, Berkeley. Amount: \$12,000

Young, C. A. (2001). Foundations for inquiry: Choices and tradeoffs in the organizational sciences; UNLV SITE grant. Amount: \$1,163

Young, C. A. (2000). Innovative Human Resources Recruiting Practices: How and Do They Work? UNLV Hotel College Seed Grant. Amount: \$1,865

Young, C. A., Corsun, D. L., & Farrar, A. L. (1999). A strategic approach to attracting the invisible tourist market: Visiting friends & relatives (VFR) travel to Las Vegas. Las Vegas Convention & Visitors Authority; Amount: \$17,590

Young, C. A. (1999). Coping with the stress of customer-contact service work. UNLV Hotel College Seed Grant; Amount: \$1,994

Young, C. A., & Corsun, D. L. (1995). Work and well-being: An individualized study of stress. Center for Hospitality Research at Cornell University; Amount: \$3,750

Enz, C. A., Corsun, D. L., & Young, C. A. (1995). Effects of New York City's Smoke-Free Air Act. Center for Hospitality Research at Cornell University; Amount: \$2,000

INVITED TALKS/PRESENTATIONS

Young, C. A., & Corsun, D. L. (May, 2009). Strategic opportunities, competitive advantages, and growth in the assisted living industry. Presentation to the Colorado Association of Homes and Services for the Aging, Vail, CO.

Corsun, D. L., & Young, C. A. (February, 2007). Leveraging the Costa Rican culture to develop human capital for providing service to the changing US tourist. Presentation at the Costa Rican Tourism Investment Summit, San Jose, Costa Rica.

Corsun, D. L., & Young, C. A. (October, 2006). Human capital sustainability and competitive advantage. Presentation to the faculty and industry partners of the University of Tourism, Costa Rica.

Lundberg, C. C., & Young, C. A. (2005). The art of case teaching. Western Casewriters' Association Conference, Las Vegas, NV.

Young, C. A. (March, 2004). Getting help from hospitality: Strategic opportunities, competitive advantages, and growth in the assisted living industry. Presentation to the Oklahoma Association of Homes and Services for the Aging, Oklahoma City, OK.

Young, C. A. (December, 2001). No jackpots for them: Immigrants and refugees in the Las Vegas Casino Industry. Presentation at the Annie E. Casey Making Connections Conference: Strengthening Immigrant and Refugee Families and Communities, San Diego, CA.

Young, C. A., & Corsun, D. L. (April, 2001). Case writing for publication. Presentation to the faculty of the William F. Harrah College of Hotel Administration at the University of Nevada, Las Vegas.

Young, C. A. (March, 2001). Shop stewards and union commitment. Nevada Network on Interdisciplinary Organizational Research, University of Nevada, Las Vegas.

Young, C. A. (September, 2001). Current developments in the Las Vegas tourist market. Guest speaker at Johnson State College, Hospitality and Tourism Management Program.

- Young, C. A. (March, 2001). Nevada Network on Interdisciplinary Organizational Research, University of Nevada, Las Vegas.
- Corsun, D. L., & Young, C. A. (April, 2001). Case Writing Workshop. Three-hour workshop presented to the faculty at the William F. Harrah College of Hotel Administration at the University of Nevada, Las Vegas.
- Corsun, D. L., & Young, C. A. (June, 1997). The role of personality in the relationship between the reporting of stressors and strains. Guest Speaker Program, LaTrobe University, Melbourne, Australia.
- Young, C. A. (April, 1997). Positive affect and employee performance. Research Seminar Series, Cornell University, Ithaca, New York.
- Corsun, D. L., & Young, C. A. (February, 1996). Confidence and competence: Does believing in yourself really work? Workshop presented at the National Society of Minorities in Hospitality's National Conference, Washington, DC.
- Enz, C. A., Corsun, D. L., & Young, C. A. (1995). Should New York City's restaurateurs lighten up? Effects of the city's Smoke-Free Air Act. Paper presented at the Center for Hospitality Research's Research Symposium, New York, New York.

REVIEWING: JOURNALS AND CONFERENCES

Reviewer for the following journals:

- Editorial Board Member of the *Journal of Hospitality and Tourism Research*, 2008-present
- *American Behavioral Scientist*, 2006
- *Anatolia*, 2009
- *Annals of Tourism Research*, 2001-2002, 2009
- *Gaming Research and Review Journal*, 2001, 2004, 2005, 2008
- *International Journal of Contemporary Hospitality Management*, 2009
- *International Journal of Hospitality Management*, 2006, 2010
- *Journal of Restaurant and Foodservice Marketing*, 2001

Reviewer for the following conferences:

- Council on Hotel, Restaurant, and Institutional Education Conference, 2001, 2005, 2006
- Track chair (HR, training and education, and careers) for the Asian-Pacific Council on Hotel, Restaurant, and Institutional Education Conference, 2009 ***Received "Best Track Chair" award**
- Eastern Academy of Management Conference, 1997

GRADUATE STUDENT COMMITTEES

Doctoral Dissertations Supervised

Rachel Shinnar, *Bursting the bubble from the inside: Individual and environmental barriers to upward mobility among Mexican immigrants*, 2004, [committee chair](#)

Mehmet Erdem, *Examining the effect of teaching method and learning style on student course achievement for hospitality education*, 2003

Dina Zemke, *The effect of ambient scent on affiliation behaviors and social interactions*, 2002

Shiang Lih Chen, *An investigation into the relationship between commitment and loyalty: Commitment as a key mediating variable for loyalty*, 2001

Master's Theses/Professional Papers Supervised

Ana Gomes, *A cultural assessment of employee motivation in the Brazilian hotel industry: A comparison between the Northeast and the Southeast*, 2003

Jennifer Hamby, *Service learning: What it is and how it can be implemented*, 2003

Deborah Canale, *Human capital in the hospitality industry: Its components, role and importance in achieving corporate goals*, 2001, [committee chair](#)

Thomas Kuhn, *The relationship between employee personality traits and preferred leadership style*, 2001

Pamala Backeburg, *The effects of level of training on employee perceived and actual job performance*, 2000

Min Fang, *Job characteristics and self-efficacy as predictors of organizational commitment*, 2001

MAJOR SERVICE ACTIVITIES AT UNLV

Strategic Planning Committee, Hotel College, 2007-present:

One of a five-member team responsible for organizing and running a two-day strategic planning kick-off retreat for the entire faculty and staff of the college, conducting a SWOT analysis, developing strategic plans, revising the vision and mission statements, developing value statements, conducting a zero-based curriculum review, reorganizing the entire Hotel College (with 60 full-time faculty and four departments), eliminating and developing programs, implementing eight strategic initiatives and monitoring their progress, creating a faculty web portal for communication, and conducting faculty-led faculty meetings, among other duties, while attempting to change the culture of the college from one of fear and apathy to one of passion and empowerment. As such, extensive feedback from faculty members through quantitative surveys, focus groups, and interviews was secured. The committee is now in the execution stage, overseeing implementation of initiatives and monitoring their effectiveness.

Center for Service Learning/Civic Engagement at UNLV, 2004-present:

Working with Vice President of Planning/Chief of Staff's office to secure a multi-year, multi-million dollar donation for creating a center for service learning/civic engagement. Interviewed, recommended, arranged, and convinced the VP to fund (at \$12K) the hiring of a service learning consultant; organized his two visits to campus, including air, ground

transportation, lodging, and meals; arranged and scheduled meetings for him with 24 campus leaders during his visits; reviewed his reports; and was the main contact and driver of this work. Currently working to secure funding (\$250K) for next phase of this project.

Honors Council (Honors College), representative, 2004-2008:

Assist with the strategic planning for the College in terms of funding, curriculum, hiring, and gaining national recognition.

Principal Investigator Advisory Board, 2003-2006, 2008:

One of three chairs who oversaw two other reviewers each in evaluating all New Investigator Award and SITE grant proposals. I was chair of the business, hotel, and fine arts committee, and we reviewed approximately 22 proposals/year. Wrote reviews for each proposal, consolidated evaluations from other reviewers, and met with all members to determine funding priorities.

Status of Women Committee, 2002-2008:

Conducted the faculty retention study for this committee. Found local focus group moderator, developed focus group questions, solicited focus group participants, and conducted pilot focus group. Worked with Institutional Planning and Analysis to find “sister” institution, made contacts with Office for Women at this sister institution and worked with their IRB to secure permission to conduct focus groups with their faculty members; secured \$100 incentives for each focus group participant; made travel arrangements for focus group moderator and chairperson of the SWC to travel to sister institution to conduct focus groups; made catering arrangements for focus groups; hired and managed graduate students to transcribe focus group transcripts; analyzed focus group data; developed survey instrument used to survey all UNLV faculty members during the spring 2006 semester.

University Program Review Committee, 2003-2008:

With the help of two colleagues, we revamped the 5- and 10-year review process for all programs at UNLV, and developed online surveys for undergraduate students, graduate students, and faculty members for data collection purposes. I wrote a report template to be used by all committee members. Additionally, I chaired the Review Committee evaluating the Ph.D. program in Psychology and Special Education, which required analysis of self-studies and surveys, meeting with an outside reviewer, and writing a 35-page internal review report.

Center on Aging, 2002-2006:

Collaborated with the Director on a senior gambling research project and a project on seniors’ perceptions of place.

President’s Task Force on Diversity and Equity, Summer 2006:

One of six faculty members selected to this ad hoc committee to review the university’s progress toward its diversity and equity goals. Committee included members of the community committed to helping the university meet its goals and create an inclusive, supportive environment for diverse students, faculty, staff, and community members. Undertook a massive review and evaluation of all major departments/units on campus and generated a report for the President.

Other College Committees:

Ad Hoc Strategic Planning Committee, 2002; 2005
Scholarship Committee, 2001-present
Graduate Faculty Member, 1999-present
Gaming Degree Committee, 2000-2002
Ad Hoc Committee for Curriculum Review (revised the core), 2001
Faculty Development and Leave Committee, 1999-2001
Orientation Committee for New Student Orientation, 2000

PROFESSIONAL AFFILIATIONS

- American Society on Aging
- Council on Hotel, Restaurant, and Institutional Education
- Gerontological Society of America
- North American Case Research Association
- Western Academy of Management: Local arrangements co-chairs for 2005 WAM conference (attendance of approximately 250 people) and facilitator at Doctoral and Junior Faculty Consortium

ACADEMIC AWARDS AND HONORS

Best Case Award, Silver, Annual meeting of North American Case Research Association, 2008
Silver Medal Award, North American Case Research Association conference, 2008
Best paper nominee, Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, 2005
Best paper nominee, Western Academy of Management, 2000
Best paper award, Careers Division, Western Academy of Management, 2000
Honorary member of Golden Key National Honor Society; selected by the President of the Washington State University Chapter for my high teaching standards; inducted 1998
Doctoral consortium, OB/OMT/ODC, Academy of Management, Boston, 1997
Full tuition scholarship, Rochester Institute of Technology, 1987
Phi Beta Kappa, a national liberal arts honor society; inducted 1984
Beta Gamma Sigma, a national business honor society; inducted 1983

PROFESSIONAL EXPERIENCE

1/91-8/91 **Serv-Rite Corporation**, Rochester, New York
Director of Food Service
Managed production kitchen, three service lines and dining areas, child care center food service, and on- and off-campus catering at Monroe Community College. Oversaw a staff of twenty full and part-time employees. Created new cycle, catering, and childcare center menus. Revised inventory system, serving lines, and production systems. Organized and operated food service for summer day camps for children on the college campus.

- 1/90-11/90 **Pizzeria Uno**, Stamford, Connecticut
Restaurant Manager
As part of opening management team, assisted in hiring and classroom training of staff; organized and set up kitchen, dining and storage areas. Ongoing functions included daily operations management, scheduling, inventory, ordering, and forecasting sales, costs and productivity.
- 5/88-8/89 **Iggy's Study Restaurant**, Rochester, New York
Co-owner/Managing Partner
Created and operationalized theme, design, and service delivery system for the opening of a sixty seat restaurant; hired, trained and managed new staff. Prepared and analyzed sales forecasts and operating budgets. Planned and designed layout of kitchen, dining and bar areas. Developed seasonal menus, wine lists and specialty drink menus.
- 6/85-8/87 **Geary Corporation**, Pittsfield, Massachusetts
Programming Consultant
Conducted needs analysis at client sites for software development. Created customized computer programs for two major clients, IBM and Visiting Nurse Service of New York; trained employees to use new software.