

David L. Corsun

Fritz Knoebel School of Hospitality Management
Daniels College of Business
University of Denver
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Denver, CO 80208
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EDUCATION

Cornell University
School of Hotel Administration

Doctor of Philosophy
Major Area: Organizational Behavior
Degree Conferred 1/99

New York University

Master of Arts in Food Service Management
Degree Conferred 5/93

Cornell University

Bachelor of Science in Hotel Administration
Degree Conferred 1/83

ACADEMIC APPOINTMENTS

Director and Associate Professor
School of Hotel, Restaurant, & Tourism
Management
Daniels College of Business
University of Denver
7/07-current

Act in the capacity of chief executive of the school, overseeing all operations, including planning, staffing, faculty development, budgeting, academic and event programming, curriculum development, student recruitment and retention, accreditation, and constituent relations, and the management of the school's meeting and event facility.

Associate Professor
Coordinator of International Relations
University of Nevada, Las Vegas
Harrah College of Hotel Administration
7/05-6/07

Taught undergraduate organizational behavior, undergraduate capstone strategy class, services management, diversity, and graduate leadership seminar in the Department of Hotel Management. Served on department, college, and university committees. Conducted research for publication in academic and practitioner outlets. Responded to all international requests for strategic alliances with the Harrah Hotel College and, with the Dean, negotiated the terms of such alliances.

Assistant Professor
8/99-6/05

Assistant Professor
Washington State University
College of Business & Economics
8/98-5/99

Taught undergraduate service operations management, human resource management, and food, beverage, & labor cost control in the Hotel and Restaurant Administration department. Taught via Washington State's interactive television system. Served on department committees and conducted research for publication in academic and practitioner outlets.

Visiting Lecturer

Taught undergraduate human resource management and

Cornell University
School of Hotel Administration
8/97-6/98

general management principles; assisted on graduate requirement, creating and managing for service excellence.

Adjunct Instructor
Cornell University
School of Hotel Administration
7/96-8/96
7/95-8/95

Taught undergraduate human resource management course. Responsible for writing syllabus, developing course materials and lectures, and administering course.

Instructor
Cornell University Summer College
7/96-8/96
7/97-8/97

Planned, taught, and administered a business-focused career seminar for advanced placement high school students.

Adjunct Instructor
New York University
5/95-6/95

Taught masters level human resource management course. Responsible for complete renovation of syllabus and readings to reflect current research and a strategic perspective.

5/93-6/93

Taught required undergraduate capstone management course, hospitality supervision and training.

Graduate Assistant/Research Assistant
Cornell University
School of Hotel Administration
8/93-5/97

Collaborated on faculty research. Administered two required undergraduate courses, strategic management and human relations in organizations. Conducted recitation sections, developed course materials, and delivered lectures.

Teaching Fellow
New York University
Department of Nutrition,
Food, & Hotel Management
9/90-5/93

Taught required undergraduate management course and laboratory portions of two courses. Advised undergraduate and graduate students. Member of search committee for Director of Undergraduate Hotel Program. Participated in curriculum revision. Redesigned course objectives, goals, and syllabus for Food Service Supervision and Training course and laboratory portion of Food Science course.

REFEREED PUBLICATIONS

Young, C. A., Haffejee, B., & Corsun, D. L. (In press). Developing cultural intelligence and empathy through diversified mentoring relationships. *Journal of Management Education*.

Young, C. A., Haffejee, B., & Corsun, D. L. (2017). The relationship between ethnocentrism and cultural intelligence. *International Journal of Intercultural Relations*, 58, 31-41.

Young, C. A., Nichols, T., Corsun, D. L., & Loth, D. (2015). The road to Tortuguero. *Case Research Journal*, 34(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.

- Kincaid, C., Baloglu, S., & Corsun, D. L. (2008). Modeling ethics: The impact of management actions on restaurant workers' ethical optimism. International Journal of Hospitality Management, 27(3), 470-477.
- Corsun, D. L., McManus, A., & Kincaid, C. S. (2007). Why restaurant sales contests are self-defeating. Journal of Foodservice Business Research, 9(2/3), 89-109.
- Young, C. A., Corsun, D. L., & Baloglu, S. (2007). A taxonomy of hosts of visiting friends and relatives. Annals of Tourism Research, 34(2), 497-516.
- 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.
- Corsun, D. L., Shedd, B., & Dalbor, M. (2004). The Desert Palms Hotel and Casino. Case Research Journal, 24(2), 121-126. NOTE: Although this has a 2004 publication date, it appeared in print in February, 2005.
- 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 and Review Journal, 8(2), 39-48.
- 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.
- Enz, C. A., & Corsun, D. L. (2003). Living a vision at Hillerman Hotels. Case Research Journal, 23(4), 93-113. Note: Though this has a 2003 publication date, the journal appeared in print in August, 2004.
- Kincaid, C. S., & Corsun, D. L. (2003). Are consultants blowing smoke? An empirical test of the impact of menu layout on item sales. International Journal of Contemporary Hospitality Management, 15(4), 226-231.
- Kincaid, C. S., & Corsun, D. L. (2003). A hairy situation. Case Research Journal, 23(1), 69-78.
- Feinstein, A. H., Mann, S., & Corsun, D. L. (2002). Charting the experiential territory: Clarifying definitions of simulation, games, and role play. Journal of Management Development, 21(10), 732-744.
- Feinstein, A.H., Mann, S., & Corsun, D. L. (2002). Computer simulation, games, and role-play: drawing lines of demarcation. Developments in Business Simulation and Experiential Learning, 29, 58-65. Available in the Bernie Keys Library, 3rd edition, published by the Association for Business Simulation and Experiential Learning (electronic archive). NB: This journal is a compendium of the best paper recipients from the ABSEL conference (see refereed conference presentations).
- Corsun, D. L., & Costen, W. (2001). Is the glass ceiling unbreakable? Habitus, fields, and the stalling of women and minorities in management. Journal of Management Inquiry, 10(1), 16-25.

- Corsun, D. L. (2000). Extra credit \neq extra learning. Journal of Hospitality & Tourism Education, 12(3), 4-7.
- Corsun, D. L. (2000). We sail the same ship: Response to "Shuffling Deck Chairs". Journal of Hospitality & Tourism Education, 12(3), 10-11. Note: This response did not go through a blind peer review.
- Corsun, D. L., & Enz, C. A. (1999). Predicting psychological empowerment among service workers: The effect of support-based relationships. Human Relations, 52(2), 205-224.
- 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.
- Simons, T., & Corsun, D. L. (1998). 30,000 rooms with a view. The International Journal of Conflict Management, 9(2), 161-178.
- Corsun, D. L. & Young, C. A. (1998). An occupational hazard: Alcohol consumption among hospitality managers. Marriage and Family Review, 28(1/2), 187-211.
- Enz, C. A., Corsun, D. L. & Young, C. A. (1996). The politics of smoking: Findings or agendas? Cornell Hotel & Restaurant Administration Quarterly, 37(6), 8-12.
- Corsun, D. L., Young, C. A. & Enz, C. A. (1996). Should NYC's restaurateurs lighten up? Effects of the City's Smoke-Free Air Act. Cornell Hotel & Restaurant Administration Quarterly, 37(2), 25-33.
- Corsun, D. L. & Enz, C. A. (1995). Don't wait until you get whacked on the knees: An appreciation for reflexive management. Hospitality and Tourism Educator (now the Journal of Hospitality and Tourism Education), 7(3), 58-60.
- Corsun, D. L., Inman, C. & Muller, C. (1995). Developing managers in the classroom: Learning about learning from student perceptions of a real time restaurant simulation. Hospitality and Tourism Educator (now the Journal of Hospitality and Tourism Education), 7(1), 37-44.

BOOK CHAPTERS

- Corsun, D. L., & Bromley, S. (2010). The process of introducing strategic change. In Enz, C. A. (Ed.), The Cornell Handbook of Applied Hospitality Strategy. Thousand Oaks: Sage.

CONFERENCE PROCEEDINGS (Refereed)

- 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 Eighth Annual International Conference on Advances in Management, 8, 56-57.
- Corsun, D. L. (2000). Being dignified by others at work: Justice perceptions and prosocial implications. Proceedings of the Seventh Annual International Conference on Advances in Management, 8, 75-76.
- Young, C. A., & Corsun, D. L. (1997). Perceptual shortcuts: Exercises for surfacing and modifying their use. Proceedings of the 4th International Organizational Behaviour Teaching Conference, 4, 16-20.

MANUSCRIPTS IN PREPARATION

Young, C. A., Corsun, D. L., & Xie, Karen. Travelers preferences for short-term rentals and hotels. Revise and resubmit at International Journal of Culture, Tourism, and Hospitality Research.

Lundberg, C. , & Corsun, D. L. Experiential learning groups in higher education: A phase model for today's students. Revise and resubmit at Journal of Applied Behavioral Science.

PRESENTATIONS AT PROFESSIONAL MEETINGS (Refereed)

Young, C. A., Corsun, D. L., & Xie, K. (2017). Travelers' Loyalty to Peer-to-peer (P2P) Accommodations. Accepted for presentation at the annual meeting of I-CHRIE, Baltimore, July.

Young, C. A., Xie, K., & Corsun, D. L. (2016). An exploratory study of VRBO guests: The choice of hotels versus short-term rentals for business and leisure travel. Presented at the annual meeting of I-CHRIE, Dallas, July.

Young, C. A., & Corsun, D. L. (2008). The Road to Tortuguero. Presented at the annual meeting of North American Case Research Association, Durham, NH: October. Best case winner, silver.

Young, C. A., Corsun, D. L., & Costen, W. M. (2008). The art of teaching with cases. Presented at the annual meeting of I-CHRIE, Atlanta, July.

Kincaid, C., Baloglu, S., & Corsun, D. L. (2007). Modeling ethics: The impact of management actions on restaurant workers' ethical optimism. Presented at the annual meeting of I-CHRIE, Dallas: July.

Mangino, K., Corsun, D. L., & Young, C. A. (2006). What's cooking at ASP? Presented at the annual meeting of the North American Case Research Association, San Diego: October.

Gupte, J., Young, C. A., & Corsun, D. L. (2006). Cleaning up Housekeeping at the Davidson Hotel. Presented at the annual meeting of the North American Case Research Association, San Diego: October.

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 Annual Meeting, Las Vegas: July.

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: April.

Lundberg, C., & Corsun, D. L. (2005). Experiential learning groups in higher education: A phase model for today's students. Annual meeting of the American Association of Behavioral and Social Sciences. Las Vegas: February.

Feinstein, A. H., Mann, S., & Corsun, D. L. (2002). Computer simulation, games, and roleplay: Drawing lines of demarcation. Presented at the annual meeting of Association for Business Simulation and Experiential Learning. Pensacola: March.

Kincaid, C. S., & Corsun, D. L. (2002). Does order affect ordering? An examination of the effect of menu layout on item sales. Presented at the Seventh Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism. Houston: January.

Kincaid, C. S., & Corsun, D. L. (2001). A Hairy Situation. Presented at the annual meeting of the North American Case Research Association. Memphis: October.

- Young, C. A., Corsun, D. L., & Shinnar, R. S. (2001). The hidden dangers of service-recovery empowerment: Implications for research and practice. Presented at the International Conference on Advances in Management. Athens, Greece: July.
- Young, C. A., Corsun, D. L., & Shinnar, R. S. (2001). Having accepted the role, will they play the part? Shop steward's willingness to work for the union. Presented at the annual meeting of Western Academy of Management. Sun Valley: April.
- Corsun, D. L. (2000). The impact of being dignified at work: Theory-derived propositions. Presented at the annual meeting of Western Academy of Management. Kona: April.
- Corsun, D. L. (2000). Being dignified by others at work: Justice perception and prosocial implications. Presented at the International Conference on Advance in Management. Colorado Springs: July.
- Corsun, D. L., & Young, C. A. (1999). The Box Tree. Presented at the annual meeting of the North American Case Research Association. Santa Rosa: October.
- 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. Helsinki, Finland: May.
- Enz, C. A., & Corsun, D. L. (1997). Living a vision at Hillerman Hotels. Presented at the annual meeting of the North American Case Research Association. Cincinnati: October.
- Corsun, D. L., & Enz, C. A. (1997). Support-based relationships as predictors of service worker empowerment. Paper presented at the annual meeting of the Academy of Management. Boston: August.
- Corsun, D. L., & Young, C. A. (1997). Facilitating workers' sense of dignity in the workplace: A structured conceptualization. Paper presented at the annual meeting of the Council on Hotel, Restaurant, and Institutional Education. Providence: August.
- Young, C. A., Corsun, D. L., Muller, C. & Inman, C. (1997). The right method for the task: Using experiential learning with behavior modeling to teach management skills. Paper presented at the annual meeting of the Eastern Academy of Management. New Brunswick: May.
- Corsun, D. L., Young, C. A., & Enz, C. A. (1996). Consumer behaviors and attitudes: Effects of New York City's Smoke-Free Air Act. Paper presented at the annual meeting of the Council on Hotel, Restaurant, and Institutional Education. Washington, DC: August.
- Young, C. A. & Corsun, D. L. (1996). Work & well-being: An individualized study of stress. Paper presented at the annual meeting of the Eastern Academy of Management. Washington, DC: May.
- Corsun, D. L. & Enz, C. A. (1996). Cultural empowerment: The impact of helping behavior, support, and value congruence on employee perceptions of empowerment. Paper presented at Conference on Graduate Education and Graduate Students' Research in Hospitality and Tourism. Houston: January.
- Muller, C. & Corsun, D. L. (1995). Developing managers in the classroom: Learning about learning from student perceptions of a real time restaurant simulation. Refereed workshop presentation at the annual meeting of the Council on Hotel, Restaurant, and Institutional Education. Nashville: August.

RESEARCH REPORTS TO SPONSORS

- 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 states the results of a multi-method study of the impact of outsourcing food products in the outlets of hotels.
- Corsun, D. L., Young, C. A., Shinnar, R. S., & Farrar, A. (2003). Hosting visiting friends and relatives. This 80-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.
- Enz, C. A., & Corsun, D. L. (1997). Cornell University hotel best practices survey: Practices for improving operations. This 94-page report presents the results of a study of management practices, financial results, and employee and customer satisfaction data from all the company-owned and operated North American properties of a multinational operator.

PRESENTATIONS AT PROFESSIONAL MEETINGS (invited)

- Corsun, D.L., Ricca, T., Taylor, B., & Nyman, C. (2015). Food and restaurant trends to watch in 2017 and beyond. Developed and moderated panel presentation at the annual leadership conference of NEWH. Denver: February.
- Corsun, D. L. (2015). Thinking strategically. Pro bono presentation at the annual meeting of the Colorado Hotel & Lodging Association. Colorado Springs: November.
- Corsun, D. L. (2015). The eight elements of supportive communication. Pro bono presentation at the annual meeting of the Colorado Hotel & Lodging Association. Colorado Springs: November.
- Lundberg, C. & Corsun, D. L. (2010). Case embryo session (table co-moderator). Presented at the annual meeting of the North American Case Research Association. Gatlinburg, TN: October.
- Corsun, D. L., Luna, J., Jones, T. June, F. (2010). Developing your capacity for leadership. Presented at the Western Regional Conference of the National Society of Minorities in Hospitality. San Diego: October.
- Corsun, D. L., Bova, C., Scharf, R., McEwan, R., & Pirrallo, D. (2010). The economy and its impact on hotel sales in 2011. Presented at the October meeting of the Denver chapter of Hotel Sales and Marketing Association International. Denver: October.
- Corsun, D. L. (2010). Providing great service: Getting inside the customer's head. Presented at the 10th annual meeting of the Colorado Meetings Industry Council. Denver: March.
- Young, C. A., & Corsun, D. L. (2009). Lessons from hospitality. Presented at the annual meeting of the Colorado Association of Homes and Services for the Aging. Vail, CO: May.

- Corsun, D. L., Bowen, J. (2009). Opportunities in higher education. Presented at the annual meeting of the National Society of Minorities in Hospitality. Greensboro: February.
- Corsun, D. L. (2008). Managing your stress the healthy way. Presented at the annual meeting of the National Society of Minorities in Hospitality. Pittsburgh: February.
- Corsun, D. L., & Young, C. A. (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: February.
- Corsun, D. L., Frazier, E., Acuna, M., Webster, J. (2007). Minority in the Mission. Presented to faculty advisors at the annual meeting of the National Society of Minorities in Hospitality. Bellevue, WA: February.
- Corsun, D. L., Fleiger, R., & Wu, L. P. (2007). Careers in Gaming. Presented at the annual meeting of the National Society of Minorities in Hospitality. Bellevue, WA: February.
- Corsun, D. L., & Young, C. A. (2006). Human capital sustainability and competitive advantage. Presentation to the faculty and industry partners of the University of Tourism, Costa Rica. San Jose, Costa Rica: October.
- Corsun, D. L. (2004). Why Restaurant Sales Contests Are Self-defeating. Paper presented at the annual Foodservice Symposium. Anaheim: June.
- Corsun, D. L. (2002). Building Chapter Strength: The Advisor's Role. Presented at the annual meeting of the National Society of Minorities in Hospitality. Las Vegas: February.
- Corsun, D. L. (2001). Empowering your students to succeed. Presented at the annual meeting of the National Society of Minorities in Hospitality. Miami: February.
- Corsun, D. L. (2001). Continuing your education: Is grad school for you? Presented at the annual meeting of the National Society of Minorities in Hospitality. Miami: February.
- Corsun, D. L. (2000). Negotiation for mutual benefit. Presented at the annual meeting of the National Society of Minorities in Hospitality. Chicago: February.
- Rafiq, M., Corsun, D.L., & Watkis, W. (1997). Diversity and quality: Food service forum. Panel presentation at the Hospitality Diversity Institute/American Hotel & Motel Association Quality Through Diversity Conference. Orlando: September.
- Corsun, D. L., & Young, C. A. (1997). The role of personality in the relationship between the reporting of stressors and strains. Guest Speaker Series at La Trobe University. Melbourne, Australia: June.
- Corsun, D. L., Farrar, A. L. & Wilborn, L. (1996). Teaching diversity: Theory and practice of seminar design (Part I). Workshop presentation at the annual meeting of the Council on Hotel, Restaurant, and Institutional Education. Washington, DC: August.
- Farrar, A. L., Corsun, D. L. & Wilborn, L. (1996). Teaching diversity: Theory and practice of seminar design (Part II). Workshop presentation at the annual meeting of the Council on Hotel, Restaurant, and Institutional Education. Washington, DC: August.

- Corsun, D. L. & Young, C. A. (1996). Competence & confidence as a competitive advantage: Does believing in yourself really work? Workshop presented at the annual meeting of the National Society of Minorities in Hospitality. Washington, DC: February.
- Enz, C. A., Corsun, D. L. & Young, C. A. (1995). Should NYC's restaurateurs lighten up? Effects of the City's Smoke-Free Air Act. Paper presented at Cornell University Center for Hospitality Research: Research Symposium. New York: November.
- Corsun, D. L. (1995). Moving up, moving through: Corporate culture and minority executive success. Workshop presented at the annual meeting of the National Society of Minorities in Hospitality. Winston-Salem: February.
- Corsun, D. L. & Rafiq, M. (1993). Diversity: your role as organizational change agent. Workshop presented at the annual meeting of the National Society of Minorities in Hospitality. Ithaca: February.
- Corsun, D. L. (1988-93). Unlocking creativity - improvisational theater games for the workplace; & The dynamics of status and power in the workplace. Cornell University School of Hotel Administration. Guest lecturer, HA501: Creative management for organizational change.

INVITED PRESENTATIONS, OTHER

- Corsun, D. L. (2010). Having critical conversations using supportive communication. Pro bono presentation for the executive team at Cooking Matters Colorado, a subsidiary of Share Our Strength. Denver: March.

CONSULTING

- Corsun, D. L. Expert testimony in *Benavidez v. Huynh and Alisa Properties, Inc.* Case settled. October 2017.
- Corsun, D. L. Expert testimony in *Jorgensen v. Ritz Carlton* case. Case still in process. December 2016-December 2017.
- Corsun, D. L. Expert testimony in *Bowers v. Mountain Dell* case. Case settled in favor of my client (plaintiff) following my expert report submission. June, 2012
- Corsun, D. L. Expert testimony in *Dataworks v. Commlog* case. Expert report and deposition testimony led to case being settled in my client's favor prior to trial. July 2011-June 2012.

GRANTS

Research Proposals/Grants

Applied Research Initiative grant (\$17,590) from University of Nevada, Las Vegas and the Las Vegas Convention/Visitors Authority (matching funds): "A Strategic Approach to Attracting The Invisible Tourist Market: Visiting Friends & Relatives (VFR) Travel to Las Vegas". Young, C. A., Corsun, D. L., & Farrar, A. L. November, 1999.

Research grant (\$2,000) from the Center for Hospitality Research: "Consumer attitudes and the Smoke-free Air Act". Enz, C. A., Corsun, D. L., & Young, C. A. May, 1996.

Finalist in \$100,000 Amedeo Group/ Cornell University Center for Hospitality Research Grant Competition. "Service encounter coping strategies: Training for success." Young, C.A. & Corsun, D.L. November 1995.

Research grant (\$3,700) from the Center for Hospitality Research: "Work & well-being: An individualized study of stress". Corsun, D. L., & Young, C. A. May, 1995.

Teaching Grants

Office of the Provost American Diversity Mini-Grant (\$1000), Washington State University. January, 1999.

MEDIA

The Denver Channel (Ch. 7). What is Airbnb's impact on housing prices?

<http://www.thedenverchannel.com/lifestyle/real-estate/what-is-airbnbs-impact-on-housing-prices>. On air and online. October 23, 2017.

Associated Press. 2 major outdoor trade shows to merge for Denver expo. Interviewed for and extensively quoted in article picked up by more than 50 news outlets. May 26, 2017.

Washington Post. What all the recent United Airlines headlines may mean for travelers. April 28, 2017. Interviewed for and quoted in article.

Channel 2 (The CW) News. The Public Good Gala (PGG) and Knoebel's refugee training program. Interviewed live on camera with one of the refugee trainees as PR for the PGG. February 13, 2017.

KUSA (NBC affiliate). Tipping etiquette: What's expected and what's considered the "best" tipping practices. January 9, 2017. Interviewed for and extensively quoted in online article.

Denver Business Journal, Connections help Colorado universities turn students into ski executives, October 15, 2016. Interviewed for and quoted in article.

Colorado Public Radio (on air and online), Denver missing out on millions by not taxing short term rentals, February 22, 2016. Interviewed for story by Nathaniel Minor.

Forbes (online), More bacon, bison, salumi?...Food trends you can expect to see in 2016, December 29, 2015. Quoted heavily in this article written by Geoff Williams.

Forbes (online), The WHO's report not likely to hurt the meat industry, October, 29, 2015.

<http://www.forbes.com/sites/geoffwilliams/2015/10/29/the-whos-report-on-processed-meat-and-cancer-not-likely-to-hurt-the-meat-industry/>. Note: This article was picked up by and appeared on nearly 20 additional news and related sites.

Entrepreneur (online), Why the Most American Fast-Food Chain Is Using Australia as Its Testing Ground, October 1, 2015. <http://www.entrepreneur.com/article/251238>. Note: This article also appeared on over 20 additional news and/or entrepreneurship sites including MSN, small-business, startuposphere, and globalservicesmedia.

Denver Post, Fine Colorado eateries spend big to survive a decade of slim margins, May 10, 2015. Note: this article also appeared online at: http://www.denverpost.com/business/ci_28080521/fine-colorado-eateries-spend-big-to-survive-a-decade-of-slim-margins?source=infinite

Baltimore Sun, p. A1. Maryland's craft distillers primed for growth, May 9, 2015. Note: This article also appeared online at: <http://www.baltimoresun.com/entertainment/music/midnight-sun-blog/bs-ae-craft-distilling-trend-20150508-story.html#page=1>

Associated Press. Good news, maybe: Firing squads are not tourist attractions, March 27, 2015. Note: This article appeared in dozens of outlets nationally, online and in print.

Bloomberg Business, Chioptle: The definitive oral history, February 2, 2015.

<http://www.bloomberg.com/graphics/2015-chiptle-oral-history/> Note: This story was picked up and shared on dozens of food industry sites.

Denver Post, p. A13. Consultant to oversee DIA hotel operations, November 20, 2014.

Council gives DIA OK for \$900,000 hotel asset management contract, November 20, 2014. Denverpost.com. http://www.denverpost.com/Business/ci_26973549/Council-gives-DIA-OK-for-900000-hotel-asset-management-contract

TGI Fridays gambles on “endless” appetizers, July 7, 2014. CBS Moneywatch.

<http://www.cbsnews.com/news/tgi-fridays-gambles-on-endless-appetizers/>

10 costly mistakes to avoid on your summer vacation, June 5, 2014. US News & World Report – Money.

<http://money.usnews.com/money/personal-finance/articles/2014/06/05/10-costly-mistakes-to-avoid-on-your-summer-vacation>

KUNC/NPR, May 13, 2014. One program behind Colorado’s high refugee employment rate, On air and online at <http://kunc.org/post/one-program-behind-colorado-s-high-refugee-employment-rate>

Card Hub, May 1, 2014. Ask the experts: Assessing the spring & summer travel outlook.

<http://www.cardhub.com/best-travel-credit-cards/#ask-the-experts>

Hotel minibars are losing their appeal, December 29, 30, 31, 2013. This story appeared in the following 22 outlets across the US: *The Olympian – Online, Miami Herald – Online, Tribune – Online, Myrtle Beach – Online, Anchorage Daily News – Online, Baltimore Sun – Online, Sun Sentinel – Online, News Tribune – Online, Columbus Ledger – Online, Orlando Sentinel – Online, Seattle Times – Online, Morning Call – Online, Merced Sun Star – Online, Chicago Tribune – Online, Aviation Pros.com, Los AngelesTimes, Los Angeles Times – Online, Bellingham Herald – Online, The Herald – Online, The State – Online, Hospitality Times, Hartford Courant – Online*

Be a smarter consumer in 2014, December 22, 23, 25, 27, 28, 29, 2013. This story appeared in the following 79 outlets across the US: *El Paso Times – Online, Sterling Journal-Advocate – Online, Las Cruces Sun News – Online, Breckenridge American – Online, St. Paul Pioneer Press – Online, Akron News-Reporter – Online, Estes Park Trial-Gazette – Online, Ruidoso News – Online, Canon City Daily Record – Online, Fort Bragg Advocate News – Online, Redwood Times – Online, Mendocino Beacon – Online, Bennington Banner – Online, The Evening Sun – Online, North Adams Transcript – Online, Brattleboro Reformer – Online, Colorado Daily – Online, Fort Morgan Times – Online, Red Bluff Daily News – Online, Berkshire Eagle – Online, Vallejo Times-Herald – Online, Lowell Sun – Online, Loveland Reporter-Herald – Online, Lake County Record Bee – Online, Ukiah Daily Journal – Online, Carlsbad Current-Argus – Online, Graham Leader – Online, Headlight – Online, Farmington Daily Times – Online, Times-Standard – Online, Paradise Post – Online, Marin Independent Journal – Online, Willits News – Online, Santa Cruz Sentinel – Online, Manchester Journal – Online, The Daily Camera – Online, InsideBayArea.com, Chico Enterprise Record – Online, Broomfield Enterprise – Online, The Lebanon Daily News – Online, Brush News-Tribune – Online, Lamar Ledger – Online, Sentinel & Enterprise – Online, Jacksboro Newspapers – Online, Oroville Mercury-Register – Online, Daily Democrat – Online, Almagordo Daily News – Online, Longmont Times-Call – Online, Public Opinion – Online, Park Record – Online, Silver City Sun-News – Online, Keene Star, Oakland Press – Online, News-Herald, Denver Post, Denver Post – Online, Delaware County Daily Times – Online, The Reporter – Online, Hospitality Times, San Jose Mercury News – Online, Daily Tribune, Contra Costa Times – Online, Macomb Daily – Online, Morning Sun, York Dispatch – Online, York Sunday News – Online, Morning Journal – Online, Lake County Sun – Online, The Mercury – Online, Trentonian – Online, Joshua Star – Online, Alvarado Star – Online, Valley Dispatch – Online, Julesburg Advocate, Four Corners*

Business Journal – Online, Oroville Mercury-Register – Online, Tri-Valley Times – Online, Nashoba Publications, Inc., Burleson Star – Online, Keene Star.

Denver Post and Denver Post – Online, DU hospitality director: Hotels rebounding nicely, restaurants more slowly, December 24, 2013.

Benzinga, Government shutdown takes a bite out of US food production, safety and pricing data, October 10, 2013. <http://www.benzinga.com/news/13/10/3980397/government-shutdown-takes-a-bite-out-of-u-s-food-production-safety-and-pricing-da>

Wall Street Journal MarketWatch, How to make it in the wine business, August 14, 2013. http://www.marketwatch.com/story/how-to-invest-in-a-winery-2013-08-13?link=MW_home_latest_news

msn Money, Drug violence chills Cancun as ‘fun, sun’ hot spot. April 16, 2013. <http://money.msn.com/now/post.aspx?post=2f4fb434-e23e-43b2-9b6c-e2f0d41304b3>

9News, The Demise of Hostess, on-air interview. November 15, 2012.

Fox31 News, Hostess Closes Shop, on-air interview. November 15, 2012.

Denver Post, Debate flares up around tax incentives for Gaylord’s Aurora hotel plan. June 3, 2012.

denverpost.com, University of Denver offers internships at Highlands Ranch Golf Club. February 22, 2012. <http://yourhub.denverpost.com/highlandsranch/university-denver-offers-internships-at-highlands-ranch-golf/qWyPM6u2tQfc6wvEBAVRVN-story>

Rocky Mountain PBS, Colorado State of Mind. The economy of snow. February 17, 2012.

The Tennessean, Gaylord, Denver battle over resort. October 26, 2011, p. B1.

The Daily Beast, Why do Republicans love pizza?. September 25, 2011. <http://news.yahoo.com/must-pizza-moguls-republicans-033300655.html>

CBSDenver (Channel 4) News, Stock show lease will make move tough. July 9, 2011. <http://denver.cbslocal.com/2011/07/09/stock-show-lease-will-make-move-tough/>.

Denver Post, Aurora, Denver apply for aid: More than \$90 million in state subsidies is sought to get the huge hotel and stock-show site built. July 1, 2011, p. A1.

AOL Daily Finance, From Prohibition to microdistilleries: Changing how America drinks. February 18, 2011. <http://www.dailyfinance.com/story/company-news/from-prohibition-to-microdistilleries-changing-how-america-drin/19829205/>

The Denver Post, Cash, credit or cell? September 14, 2010, p. 1A, 10A.

BizEd, Using mobile to pay and learn. July/August, 2010, p. 58.

Denver Business Journal, Good times for The Curtis, tough for the independents. 62(5), July 2-8, 2010, p. A1, A26.

AOLnews, University of Denver receives \$17.5 million. May 27, 2010 .
<http://www.aolnews.com/philanthropy/nc/article/university-of-denver-receives-175/1085678>

AOL Daily Finance, Arizona tourism and the immigration law boycott: The damage done? May 26, 2010.
<http://www.dailyfinance.com/story/arizona-tourism-and-the-immigration-law-boycott-the-damage-done/19491416/>

9News (Denver NBC affiliate), Katrina evacuee celebrates Saints, expert expects economic benefit. February 9, 2010.

9News (Denver NBC affiliate), A higher cause for higher education. May 14, 2009.

9News (Denver NBC affiliate), Starbucks putting a lid on some of its stores. July 1, 2008.

DOCTORAL DISSERTATIONS SUPERVISED

Rachel Shinnar, Bursting the bubble from the inside: Individual and environmental barriers to upward mobility among Mexican immigrants, 2004. Committee member.

Clark Kincaid, An examination of the effect of ethical climate on ethical optimism and organizational commitment, 2003. Committee chair.

MASTERS THESES/PROFESSIONAL PAPERS SUPERVISED

TaRhonda Thomas, Thuggin' with the Oldies: Successful Professionals Who Continue to Listen to Gangsta Rap and the Professional Identity Conflict That Arises, 2013.

Orit Malka, Supply chain modification as a solution to the logistical challenges of providing kosher food to airline passengers, 2001.

Deborah Canale, Human capital in the hospitality industry: Its components, role and importance in achieving corporate goals, 2001.

Min Fang, Job characteristics and self-efficacy as predictors of organizational commitment, 2001, committee chair.

Keithen Washington, An investigation of training on employees' perceptions of occupational status and self-esteem in the foodservice industry, 2000.

Loren Wender, The impact of being dignified by one's manager on leader-member exchange and psychological empowerment, 2000, committee chair.

Pamala Backeburg, The Effects of Level of Training on Employee Perceived and Job Performance, 2000, committee chair.

HONORS AND AWARDS

Service Learning Department of the Year (Knoebel School of Hospitality Management); Center for Civic Engagement and Service Learning, University of Denver: May, 2014.

Best Educational Innovation (Knoebel School of Hospitality Management); Worldwide Hospitality Awards: November, 2013.

Faculty/Staff of the Month: Intermountain Affiliate of College and University Residence Halls: February 2012.

Outstanding Administrator Award; University of Denver Profiles of Excellence, May 2010.

Number One Network Nelly: Annual LGBTIQA award, University of Denver; February 2010.

Lifetime Achievement Award: Annual meeting of National Society of Minorities in Hospitality, Greensboro: February, 2009.

Best Case Award, Silver: Annual meeting of North American Case Research Association. Young, C. A., & Corsun, D. L. (2008). *The Road to Tortuguero*. Durham, NH: October.

Best Paper Award: Annual meeting of I-CHRIE. Kincaid, C., Baloglu, S., & Corsun, D. L. (2007) *Modeling ethics: The impact of management actions on restaurant workers' ethical optimism*. Dallas: July.

Best Paper Award: Annual meeting of the Association for Business Simulation and Experiential Learning.
 Feinstein, A. H., Mann, S., & Corsun, D. L. (2002). Computer simulation, games, and roleplay:
 Drawing lines of demarcation. Pensacola: March, 2002.
 Doctoral consortium, OB/OMT/ODC, Academy of Management. Boston: August, 1997.
 Cornell University Graduate/Research Assistantship 1993-96
 ARAMARK Teaching Fellow, New York University 1992-93
 Les Dames d'Escoffier Scholar, New York University 1992-93
 New York University Teaching Fellow 1991-93

PROFESSIONAL ACTIVITIES

Professional Affiliations

Academy of Management
 International Council on Hotel, Restaurant, and Institutional Education (I-CHRIE)
 National Society of Minorities in Hospitality (current faculty advisor of DU chapter and National Advisory
 Board member, member since 1992)
 North American Case Research Association, Director at large, 10/07-present
 Western Academy of Management

Editorial Review Board Membership

Journal of Hospitality and Tourism Research, 2008-present

Ad Hoc Reviewer

International Journal of Hospitality Management, 2008-present
 Annual meeting of the Hotel Council on Hotel, Restaurant, and Institutional Education, 1999, 2000, 2005.
 Journal of Hospitality and Tourism Education (formerly Hospitality & Tourism Educator), 1995-96, 2001.
 Journal of Hospitality and Tourism Research (formerly Hospitality Research Journal), 1996-01.
 Journal of Food Service Marketing, 2000.
 Journal of Management Studies, 2004-2006
 Hospitality Graduate Conference on Research, 2000-2001.
 Eastern Academy of Management, 1997, 1998.

External Board/Committee Memberships

Board of Directors, Tolteca Mexican Grill, 2011-present
 Board of Directors, Visit Denver, 2011-present
 Board of Directors, Colorado Hotel & Lodging Association, January, 2014-present
 National Advisory Board, National Society of Minorities in Hospitality, 2004-present
 Scholarship Committee, Metro Denver Hotel Association, 2009-present
 Advisory Board, Cooking Matters (formerly Operation Frontline Colorado), 2009-2012
 Education and Research Committee, Colorado Tourism Organization, 2007-2009

Committees

University of Denver

Annual Faculty Staff Campaign, Co-Chair, 8/2013-present
 Status of Women Task Force, Member, 12/2012-present
 University of Denver, Executive Director, Knoebel Center for Aging, Search Committee member, June 2013-
 present
 Daniels College of Business, Search Committee Chair, Director Burns School of Real Estate & Construction
 Management, 9/2012-4/2013
 Search Committee Member, Vice Provost of Diversity and Inclusion, 3/2011-9/2011
 Daniels College of Business, Search Committee Chair, Director School of Accountancy, 9/2009-3/2010
 DU Diversity & Unity Retreat Planning Committee/Facilitator, 2008, 2009

DU Diversity Summit Planning Committee, 2007-present
 Daniels College of Business, Management Group, 2007-present
 Daniels College of Business, Inclusive Excellence Committee Co-chair, 8/2008-present
 Daniels College of Business, Faculty Work Task Force, 1/2008-6/2009
 Daniels College of Business, Diversity Task Force, 3/2008-8/2008
 Daniels College of Business, 100th Anniversary Committee, 1/2008-3/2009
 School of HRTM, Search Committee Chair, Hilton Chair of Lodging search, 2007-08

University of Nevada, Las Vegas

President's Planning Council, 2004-2007
 Committee for an Inclusive and Just University, 2002-2007
 Faculty Senate Program Review Committee, 2004-2006
 Harrah Hotel College Curriculum Committee, 2003-2006
 Faculty Appeals Committee, 1999-2000
 UNLVino, 1999-2004.
 Search Committee Chair, Organizational Behavior/Strategy search, 2005; Human Resources/Organizational Behavior/Strategy search, 2000.
 Search Committee Member, UNLV, 2005-06

TEACHING EXPERIENCE

Leadership
 Organizational Behavior
 Working With Diversity
 Service Operations Management/Service Excellence
 Strategic Management
 Principles of Management
 Food, Beverage, and Labor Cost Control
 Human Resource Management
 Supervision and Training

PROFESSIONAL BUSINESS EXPERIENCE

Management Consultant Corsun, Young, & Associates, LLC	9/00-present
Hospitality Consultant, President Dynamic Management Solutions, Inc.	9/90-5/98
Chef/Proprietor Zanzibar & Grill	New York, NY 9/87-7/90
General Manager El Rio Grande Restaurant	New York, NY 6/85-8/87
Assistant Director of Operations Restaurant Associates at Lincoln Center	12/84-5/85
Restaurant Director Greene Street Cafe	New York, NY 10/83-11/84
Restaurant Director	New York, NY

Tavern on the Green

2/83-9/83

Professional Training

Le Cirque Restaurant
New York, NY

Chef's apprentice 1/83-2/83
Chef: Alain Sailhac

Ma Maison Restaurant
Los Angeles, CA

Chef's apprentice 6/80-8/80
Chef: Wolfgang Puck