

**Jennifer R. Calhoun, Ph.D., MBA, CHE**  
**Assistant Professor of Hospitality**

**Academic Degrees Earned**

- PhD; Hospitality Management, Auburn University, (AU), 2015
- MBA; Master of Business Administration, University of Central Florida, (UCF), 2004
- B.Sc.; Bachelor of Science in Hotel Management, University of West Indies, (UWI), Jamaica W I, 1987
- DE; Diploma in Education & Home Economics, University of Technology (UTECH), Jamaica W I, 1982

**Academic Experience**

- Assistant Professor, Coastal Carolina University, Hospitality, Resort & Tourism Management, 2015-present
- Graduate Teaching Instructor, Auburn University 2011 - 2015
- Assistant Professor/Program Director, Prince Georges Community College, 2008 - 2011
- Head of Department of Home Economics & Interim Head of Human Biology: Aquinas College, Nassau, Bahamas, 1987–1989
- Teacher of Food & Nutrition, Kingston, Jamaica, 1982- 1984

**Non-Academic Experience**

- President & Owner: J & J Calhoun and Associates, 2004–Present.
- Director - Seminar Programs/Assistant Director - State Education & Training Programs: American Hotel & Lodging Educational Institute (AHLEI), 1998–2004
- Training & Linen Specialist: Orlando Regional Medical Center (ORMC) & Arnold Parmer Hospital for Women & Children, 1996–1998.
- Operations Supervisor/Front Desk Manager: Marriott Castle Harbor Bermuda Hotel, 1993–1996
- Training Officer: Holiday Inn – Rose Hall, Montego Bay, Jamaica, 1989–1992

- Management Trainee: Resorts International, Paradise Island, Nassau, Bahamas, 1985–1987
- Internship: Sheraton Hotel, Paradise Island, Nassau, Bahamas, 1986.

### Teaching Interests

- Lodging operations, hospitality and resort tourism, human resource management, tourism management, sustainable tourism

### Research Interests

- Employee engagement in service organization
- Learning Organization and sustainability
- Effects of human resources initiatives on hospitality and tourism workers overall success
- Cultural issues in hospitality and tourism research
- The value of professional development certifications in the hospitality and tourism industry
- The influence of the hospitality curricula and graduate's success in their careers

### Selected Publications

- Woodside, A. G., Caldwell, M., & Calhoun, J. R. (2019). Managing the dramatic turn in service dominant logic: Training requisite variety to achieve the highly reliable service organizations. *International Journal of Contemporary Hospitality Management*, 32 (2), 889-912, doi: <https://doi.org/10.1108/IJCHM-02-2019-0152>.
- Calhoun, J. R., O'Neill, M., & Douglas, A. C. (2018). An Examination of Second Language Education Provision among United States (US) and European Hospitality and Tourism Management Schools. *Journal of Hospitality & Tourism Education*, 30 (3).
- Sun, T., Ayoun, B., & Calhoun, J. R. (2013). The Effect of Organizational Commitment on Word-of-Mouth Intentions in Recruitment in China. *Journal of Human Resources in Hospitality and Tourism*, 12 (2), 192-216.

### Hospitality Book

- Calhoun, J. R., & Gallagher, B. A. (2019). *Hospitality Sales-Decision Theory: Measuring the Economic Benefits, 1st Edition* Kendall/Hunt Publishing Company.

## Book Chapter

- Calhoun, J. R., & Douglas, A. C. (2015). An analysis of hospitality and tourism research: learning organization's (LO) influence on sustainability practices. In Angelo A. Camillo (Ed.), *Handbook of Research on Global Hospitality and Tourism Management* (pp. 359-381). IGI Publishing.

## Industry Seminars

- Calhoun, J. (2003) *Guest Room Exceptional Attendant Training (G.R.E.A.T.) Housekeeping Seminar*, AHLEI Industry Seminar.
- Calhoun, J. (2003), *Welcome Home – Superior Skills for the Valet, Door and Bell Staff*, AHLEI Industry Seminar.

## Selected Service Engagements

- Coastal Carolina University (CCU) Core Curriculum Committee Member (2019 - present)
- Wall College of Business Curriculum Committee Member (2019 - present)
- HRTM Executive Advisory Board member
- Myrtle Beach Area Hotel Association (MBAHA) (2015-present)
- International CHRIE Conference Co-Chair: 2017-2018: Scientific Paper Review Committee for Tourism, Leisure & Recreation
- Ad Hoc Reviewer for Journal & Associations
  - International Journal of Contemporary Hospitality Management (IJCHM) (A level journal). Based upon the following themes: hospitality, human resource management, and lodging operations.
  - Conference Papers:
    - Reviewer: The Association of North America Higher Education International (ANAHEI) & The Scientific Committee for the Global Conference on Business and Economics (GLOBE)
    - Reviewer: Southeast INFORMS Conference
    - Reviewer: Coastal Business Journal
- Industry Consultant, USAID, OAS, Tourism Bureau & Associations, and Destination Management Organizations in the US, Caribbean, Latin America, South America, Europe, and Asia (2004 –present).

### **Professional Memberships (Past and Present)**

- Society for Human Resource Management (SHRM)
- International Council for Hotels, Restaurants and Institutional Educators (ICHRIE)
  - Member, Professional Development Committee; Former Nomination Committee, Strategic Committee & Industry Committee member
- Committee Member/Task Force -Association of North America Higher Education International (ANAHEI), Sarasota, Florida.
- Honor Societies: Eta Sigma Delta, Gamma Sigma Delta, Kappa Omicron Nu, Phi Kappa Phi, and HonorSociety.org
- Founding Member, Hospitality Educators: [www.hospitalityeducators.com](http://www.hospitalityeducators.com)
- Former Member National Association for Female Executives (NAFE)
- Former Chairman, PGCC-Hospitality & Tourism Institute Executive Advisory Board
- Former Member American Society for Training & Development (ASTD)
- Former Member Executive Board Member, Maryland Hotel and Lodging Association (MH&LA)
- Former Board member for the University of Central Florida (UCF) “*Graduate Advisory Board*”

### **Certifications /Grants/Awards**

- 2019 Baxley Applied Impact Professorship
- 2019 Beta Gamma Sigma Faculty Honor
- Certified Hospitality Educator (CHE)
- COOL Grant Cohort 8– HRTM 364 Distance Learning course
- The Lamp of Knowledge Award for United States Educator,” from the American Hotel and Lodging Educational Institute (AH&LEI) (2010)
- DDI Certification - Skills for an Empowered Workforce, 1998, Orlando, Florida.