

Karam Gomaa Mohamed ZAKI, Resume

BSc. (Hons), MSc., PGCASR, PhD.



Academic Biography

Karam Zaki is currently an associate professor of HRM at the College of Science and Humanities, Business Administration department, Shaqra University, Saudi Arabia. Before this, he was an assistant professor of Tourism & Hospitality Management at the Faculty of Tourism and Hotels, Fayoum University, Egypt. He also has been a visiting professor at Cardiff Metropolitan University (UK).

Dr. Zaki undertook his postgraduate studies and received his Ph.D. from Cardiff Metropolitan University and Fayoum University. He is particularly interested in HRM in hospitality and tourism business administration research. He has been a member of The Next Tourism Generation Alliance (NTG, the first European partnership and alliance for improving a collaborative and productive relationship between education and industry.

He is a peer reviewer in journals such as the International Journal of Contemporary Hospitality Management, the International Journal of Quality and Service Sciences, and the International Journal of Health Care Quality Assurance. His academic outputs have been published in highly-ranked international journals such as the International Journal of Contemporary Hospitality Management, Sustainability, Research in Tourism and Hospitality Management, and Global Business Insights.



<https://orcid.org/0000-0001-6070-5449>

Teaching Philosophy

It is worth mentioning that, through education, students will receive the vital skills and tools necessary to build a successful life. I believe every student matters and deserves a first-class education to get the best chance in life, and as a college staff member, I know the difference that excellent teaching makes to a student's success at college. As an associate professor of HRM in the College of Science & Humanities, I prepare students for the pathways they will follow in the ancillary stage of learning. For my lessons, I create meaningful, engaging activities for effective education, integrating the syllabus, simulations, storytelling, and story writing into the learning experience. I ensure my passionate teaching will be contagious and inspire any student I teach to connect to the subject matter and learn effectively. Learning occurs when a student fully engages in the process, connects with the information led, and applies their knowledge. By enthusiastically inspiring and engaging students in fascinating lessons and using strategies that address each child's learning style, I believe students will achieve academic success and build the self-confidence to continue taking risks during the learning process.

I write measurable learning objectives supported by the ILOs for each lesson I prepare and understand the importance of communicating clear learning goals for each student, offering them a guideline in their learning process. I foster an inclusive and friendly learning environment where students learn best and are stimulated to develop into compassionate, internationally-minded individuals who strive to make a positive and peaceful change in the world. I encourage and build on the student's natural curiosity, inspiring future-oriented, inquiry-based learning.

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BSc. (Hons), MSc., PGCASR, PhD.

Full Name: Karam Gomaa Mohamed ZAKI

Mobile No: +966530990637; +201224750285

Date of Birth: 19/01/1983

Marital Status: Married

E-mail: Kgm00@fayoum.edu.eg

kzaki@su.edu.sa

Official webpages:

<http://www.fayoum.edu.eg/Tourism/HotelStudies/DrKaram.aspx>

<https://scholar.google.co.uk/citations?hl=en&user=MJOZCsAAAAAJ>

<http://www.researcherid.com/rid/V-2421-2018>

<https://publons.com/a/1620942>

<https://www.linkedin.com/in/karam-g-zaki-a8064953>

Passport No: A34294934

Correspondence Address in KSA: Saudi Arabia, Dawadmi, College of Science and Humanities, Business Administration Department, P.O.Box:17452.

Correspondence Address in Egypt: Egypt – Fayoum – Keman Fares- Fayoum University- Faculty of Tourism &Hotels - P.O.Box: 63514 Fax: 0842154798

Profession: Associate Professor

Specialization: Hotels Business Administration, Human Resource Management

Affiliation:

¹⁻ Associate Professor of HRM at the Department of Business Administration, College of Science and Humanities, Shaqra University, Saudi Arabia.

²⁻ Associate Professor at Hotel Studies Department, Faculty of Tourism and Hotels, Fayoum University, Egypt

Research Interests

- Tourism & Hospitality Research
- Human Resource Management
- Tourism Sustainability
- Best practice models in HRM
- Human resources development and training
- Continuous improvement and sustainable development
- Productivity, Efficiency, and Performance
- Statistical analysis (SPSS Analysis, SEM: Structural equation modeling, Smart PLS, Frontier, R, Wavelets Analysis)
- Quality assurance, Accreditation & Control (Six Sigma – ISO in services– Total quality management)
- Project Management and proposal writing
- Fundraising and costing out
- Innovation
- Entrepreneurship
- Customer satisfaction
- Service quality, Teamworking
- Supply chain management

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Education and Qualifications

| | Date | Specialization | University | Country |
|-------------------------------------|----------------|---|--|-----------------------|
| Post-Doc. Mission | September 2019 | Doing post-doc research in the Erasmus+: Next Tourism Generation (NTG) International Project) | Cardiff Metropolitan University- Cardiff School of Management | UK |
| Doctoral Degree | October 2014 | PhD. in Hotel Management | Joint Scholarship between Cardiff Metropolitan University-UK and Fayoum University-Egypt. | United Kingdom+ Egypt |
| (PGCASR) | September 2013 | Postgraduate Certificate in Applied Social Research | Cardiff School of Management, Cardiff Metropolitan University-UK | United Kingdom |
| Master Degree | October 2008 | M.Sc. in Hotel Management | Fayoum University. | Egypt |
| Bachelor Degree | May 2004 | B.Sc. in Hotel Management, Final Grade (Excellent with honor) | Cairo University, Fayoum Branch. | Egypt |
| Secondary School Certificate | June 2000 | Belal Abdel-Salam Grade (93, 8%) | Secondary School, Behera, | Egypt, |

Career Development

| Date | Position | Organization |
|-----------------------------|--|---|
| 25-2-2020 until now | Associate Professor | Business Administration Dep, College of Science and Humanities, Shaqra University, Saudi Arabia |
| 23-9-2019-23-3-2020 | Visiting Professor (<i>Academic fellow</i>) | Cardiff School of Management-Cardiff Metropolitan University-UK |
| 29-1-2020 | Assistant Professor | Hotel Studies Dep., Faculty of Tourism and Hotels- Fayoum University, Egypt |
| 29-10-2014-28-1-2020 | Lecturer | Hotel Studies Dep., Faculty of Tourism and Hotels- Fayoum University, Egypt |
| 23-9-2012 - 1-7-2014 | Associate Researcher | Cardiff School of Management-Cardiff Metropolitan University-UK |

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| | | |
|-----------------------------------|--------------------|---|
| 27-11-2008 - 22-9-2014 | Assistant Lecturer | Dept. of Hotel Studies, Faculty of Tourism and Hotels- Fayoum University, Egypt |
| 7-12-2004 - 26-11-2008 | Demonstrator | Dept. of Hotel Studies, Faculty of Tourism and Hotels, Fayoum University |

Language

| | Excellent | Very good | Good | Fairly good |
|---------|-----------|--------------------|------|-------------|
| Arabic | √ | | | |
| English | | √ (6 IELTS Score) | | |
| French | | | | √ |

Conferences and Work Shops List

| Date | Conferences | Role | Venue |
|---------------------------------|--|-------------------------------------|---|
| March 3- 6,2024 | 11 th Glopal Conference on Business and Economics | Scientific paper review comittee | The University of South Florida, Muma College of Business- USA |
| October 11- 13, 2021 | Leadership Summit | Participant | The University of South Florida, Muma College of Business- USA |
| May 11- 13,2021 | Global Conference on Services and Retail Management(GLOSERV) | Scientific Committee member | The University of South Florida, Muma College of Business- USA |
| March 19- 20,2021 | 2 nd International Webinar on Physical Health, Nursing Care, and COVID-19 Management | Plenary Speaker | Scientific MEDITECH, UK |
| February 1- 3, 2021 | Human Development and Development strategies | Attending | Arab Planning Institute, Kuwait |
| February 8, 2021 | The Basic Rules for Building Scientific Concepts | Attending | Academics &Researchers Platforms(IFAD),UK |
| November 1-2,2020 | 1 st International Virtual Conference on Tourism and Heritage Management | Attending | Luxor University, Egypt |
| October 27, 2020 | International Publishing in Top tier Journals | Attending | Suez Canal University, Egypt |
| September 24-25,2020 | 16 th Amity International Tourism &Hospitality E- Conference | Attending | Amity University, India |
| March 2019 | 1 st scientific conference of Nursing Faculty-Fayoum | Keynote speaker | Fayoum University- Egypt |

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| | | | |
|----------------------|---|-----------------------------------|---|
| August 2018 | Leading leaders | Participant | Helwan Leadership Institute |
| February 2018 | 11 th International Conference of Tourism & Hospitality | Participant and organizing member | Luxor-Egypt |
| December 2017 | Forum of Professional Academic Dialogue for Higher Education in the light of Quality Assurance and Accreditation Standards, | Organizing member | Faculty of Tourism and Hotels, Fayoum University, in cooperation with the National Authority for Quality Assurance of Education and Accreditation |
| February 2017 | 10 th International Conference of Tourism & Hospitality | Participant and organizing member | Sharm El Shiekh-Egypt |
| February 2016 | 9 th International Conference of Tourism & Hospitality | Participant and organizing member | Marsa Alam-Egypt |
| August 2013 | PGCASR –Cardiff Met | Organizing member | UK-Cardiff Metropolitan University. |
| May 2012 | MSP Fayoum Club Symposium | Attending | Egypt- Fayoum |
| March 2012 | Conference of the Faculty of Tourism and Hotels, Fayoum University | Organizing member | Egypt- Fayoum |
| April 2010 | Conference of Seyouf Institute for Tourism and Hotels | Participant | Egypt- Alex |
| October 2009 | Sport Tourism Symposium- National Council for Youth | Attending | Egypt- Fayoum |
| October 2009 | Digital Library Symposium- Fayoum University | Attending | Egypt- Fayoum |
| June 2009 | Publishing research in the Association of Arab Universities for Tourism & Hospitality Journal | Participant | Egypt- Alex |
| June 2009 | Publishing research in Tourism Research Journal | Participant | Egypt- Cairo |
| June 2009 | Writing Research Proposal Symposium- DAAD | Attending | Egypt- Cairo |
| June 2009 | Joining the competition of Industrial Modernization Center (Handmade Crafts) | Participant | Egypt- Cairo |
| March 2008 | Publishing research in Tourism & Hotels Faculty Journal | Participant and organizing member | Egypt- Fayoum |
| March 2008 | The 3 rd Tourism Conference – Faculty of Tourism & Hotels | Organizing member | Egypt- Fayoum |
| March 2005 | The 1 st Tourism Conference – Faculty of Tourism & Hotels | Organizing member | Egypt- Fayoum |

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Journal Publication List

Zaki, K. & Shared. H. (2024). Modelling Sustainable Marketing With Retail Consumers' Purchasing Intentions: Evidence From the MENA Region, *Virtual Economics*, 6(4), 25–43. [https://doi.org/10.34021/ve.2023.06.04\(2\)](https://doi.org/10.34021/ve.2023.06.04(2)) (**Scopus**)

Fahim, A., Quora ,O., Moawad, E., Zaki, K. (2023) Restaurants' customers' attitudes toward menu sustainability and sustainable food, *Journal of the Faculty of Tourism and Hotels-University of Sadat City*, 6(2), pp. 178-196, <https://doi.org/10.21608/mfth.2023.277853>

Zaki, K. (2022) The Moderating Effect of Covid-19 on The Relationship between Work-Life Balance and Hotel Employees' Fears. *Tourism and Hospitality Management*, 28(1), <https://doi.org/10.20867/thm.28.1.8>, (**WOS&Scopus**)

Salama W, Nor El Deen M, Albakhit A, Zaki K. (2022) Understanding the Connection between Sustainable Human Resource Management and the Hotel Business Outcomes: Evidence from the Green-Certified Hotels of Egypt. *Sustainability*.14(9):5647. <https://doi.org/10.3390/su14095647>, (**WOS&Scopus**)

Zaki, K. & Shared. H. (2022). Many flowers make a bouquet: A recipe for women entrepreneurs in SMEs, *Journal of Global Business Insights*, doi.org/10.5038/2640-6489.7.1.1212.

Zaki, K. (2022), "Implementing dynamic revenue management in hotels during Covid-19: value stream and wavelet coherence perspectives", *International Journal of Contemporary Hospitality Management*, 34(5), pp. 1768-1795 doi.org/10.1108/IJCHM-08-2021-1043, (**WOS&Scopus**).

Carlisle, S., Zaki, K., Ahmed, M., Dixey, L., & McLoughlin, E. (2021). The Imperative to Address Sustainability Skills Gaps in Tourism in Wales. *Sustainability*, 13(3), 1161, doi.org/10.3390/su13031161, (**WOS&Scopus**).

Zaki, K. and Qoura, O. (2020). Profitability in Egyptian hotels: business model and sustainability impact. *Research in Hospitality Management*, 9(1), 89–97, doi.org/10.1080/22243534.2019.1689698, (**Scopus**).

Zaki, K. (2019). Using the Mixed Methods Research to Model the Hotel Performance Measurement in Egypt: an Example from a Hotel Chain. *Journal of Global Business Insights*, 4(1), 18–33, doi.org/10.5038/2640-6489.4.1.1054

Zaki, K. and Ahmed, M. (2018). Antecedents and Consequences of Food Quality in Egyptian Healthcare, *International Journal of Heritage, Tourism and Hospitality*, Vol.12, No.3.

Zaki, K., & Saad, H. (2018). Adoption of Cloud Human Resource Information System in Egyptian Hotels: An Experimental Design Research. *International Journal of Heritage, Tourism, and Hospitality*, 12(1/2).

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BSc. (Hons), MSc., PGCASR, PhD.

Shaheen, O., Morse, M., Qoura, O., & Zaki, K. (2018). Factors Affecting Employees' Productivity in Food and Beverage Department in Mercure Hotels Chain in Egypt. *International Journal of Heritage, Tourism, and Hospitality*, 12(1/2).

Fayed, H., Farrag, M., & Zaki, K. (2017). Assessing Therapeutic Tourism and Hotels Marketing Using the Video-Sharing Websites in Egypt. *International Journal of Heritage, Tourism, and Hospitality*, 11(2/2).

Saad, H., & Zaki, K. (2017). How Do Small Hotels Handle E-Complaints in Egypt? *International Journal of Heritage, Tourism, and Hospitality*, 11(2/2).

Zaki, K. (2017). Hotel Managers' Perception of the Internal Environment for Innovation: The Case of Egyptian Hotels. *International Journal of Heritage, Tourism, and Hospitality*, 11(3/2), Available at <http://journals.fayoum.edu.eg/index.php/Tourism/article/view/274>

Zaki, K. G. (2017). Investigating the Entrepreneurship Behaviour among Hospitality Undergraduates in Egypt. *International Journal of Heritage, Tourism, and Hospitality*, 11(3/2), Available at: <http://journals.fayoum.edu.eg/index.php/Tourism/article/view/282>

Zaki, K. (2016). The Role of Quality Circle's Programs in The Hotel Industry : Spirit of Hotel Service, Saarbrücken, LAP LAMBERT Academic Publishing, GmbH & Co. KG, Available at: <https://www.amazon.com/Quality-Circles-Programs-Hotel-Industry/dp/3659925438>

Zaki, K. (2014). *The Impact of Human Resources Management Practices on Employees' Productivity in the Hotel Industry*, Ph.D. Thesis, available at: http://www.eulc.edu.eg/eulc_v5/Libraries/Thesis/BrowseThesisPages.aspx?fn=PublicDrawThesis&BibID=12047289

Zaki, K. G. M., Jones, E., Abdelwahab Morsy, M., & Abdelmabood, A. E. (2013). Using the Delphi Technique to Develop a Conceptual Model for Employee Productivity in the Egyptian Hotel Industry. *Journal of Tourism Research & Hospitality*. doi:10.4172/2324-8807.1000130, (Scopus).

Wafik, G, Gmadedeen, N.F, Zaki, K.G., (2010). Marketing Strategies for Promoting Alexandria Tourism, Journal of Association of Arab Universities for Tourism & Hospitality, Vol. 7 (June 2010) (in Arabic).

Zaki, K.G., Hasan, M.S., (2009). The quality of service in five-star hotels: A study of ServQual Application, Journal of Tourism Research, Ministry of Tourism, Egypt (in Arabic).

Morsy, M. A., Aziz, W. and Zaki, K.G., (2008). Quality Circles' Programs: Exploring the Potential Benefits.", a conference paper in the Faculty of Tourism & Hotels Journal, Vol. 3 (March 2008) - Fayoum University.

Zaki, K.G.M. (2008), *The Role of Quality Circles Programs in the Hotel Industry "Applied to Five-Star Hotels in Cairo and Giza"*, Master Thesis, Fayoum University, available at: <http://www.fayoum.edu.eg/English/Tourism/HotelStudies/pdf/MrKaram1.pdf>.

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Work experience

| | | |
|---------------------|---|----------------------|
| 25/2/2020 till now | Business Administration Department Member | Shaqra University |
| 25/2/2020 - 2022 | Coordinator of the Human Resource Management Department, Community College | Shaqra University |
| 1/5/2017-5/10/2018 | ISO 9001 facilitator and coordinator with a certification body (Russian Register & IQNet) | Fayoum University |
| 29/3/2017-31/8/2019 | University City Quality Assurance Manager | Fayoum University |
| 2/4/2018 | An organizer of the Talent Chef competition, Bayoun Lackside Fayoum | Fayoum |
| 1/2/2016-30/3/2017 | ISO 9001 facilitator and coordinator with a certification body (TUV NORD) | Fayoum University |
| 29/3/2017 | Quality Assurance Manager, Fayoum University City | Fayoum University |
| 1/10/2015-1/8/2016 | Quality Assurance Manager, Fayoum University Hotel, Faculty of Tourism and Hotels | Fayoum University |
| 1/9/2015-31/8/2016 | Hotel General Manager of the Tourism hotel of the University Campus | Fayoum University |
| 2014/2015-2017/2018 | Faculty representative for student graduation projects from 2015 | Faculty of Tourism |
| 2015/2016 | Hotel studies department member and a board member to date | Faculty of Tourism |
| 1/1/2016-31/8/2016 | Coffee manager, Faculty hotel | Faculty of Tourism |
| 23/3/2015 | Fayoum University Representative of the national project of Labs and scientific devices | Fayoum University |
| 2/4/2015 | Organizing committee member for Graduates' annual employment meeting | Mercure Hotel, Cairo |
| 2/4/2015 | The team leader of the Annual Little chef competition held by the Faculty of Tourism and Hotels | Mercure Hotel, Cairo |
| 1/9/2015-31/8/2016 | Hotel General Manager of the educational Fayoum University Hotel | Fayoum |
| 2014/2015 | Vice Executive Manager of the graduates' surveillance unit | Faculty of Tourism |
| 6/11/2014-31/8/2017 | Department representative of the quality assurance unit | Faculty of Tourism |
| 2006/2010 | Resident Manager in the hotel of the Faculty (in a circular basis shifts with my colleagues) | Faculty of Tourism |
| 1/5/2005-1/5/2006 | Training consultant" in EL MOBADARA Community Development and Small Enterprise Association | Giza |

University memberships and committees

| | |
|---------------------|--|
| 29/3/2018-31/8/2018 | Fayoum University City: Executive board of quality assurance unit. |
| 2018/2019 | Community service committee member, Faculty of Tourism. |

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| | |
|---------------------------|---|
| 2017/2018 | Committee leader of student's opinion assessment, Faculty of Tourism. |
| 21/1/2018 | Committee member, library books selection from book fair() |
| 13/12/2017 | Committee member of reviewing the clauses of the terms of reference for the rental of the regional training center, Quaron Lake, Fayoum university. |
| 2017/2018 | Fayoum University Representative of the national project of Labs and scientific devices. |
| 17/9/2017 | Inventory committee member, Assessment drive learning measurement and assessment center. |
| 12/4/2017 | Committee member of reviewing HR MBA in the hotel sector. |
| 1/12/2015-1/5/2016 | Board member, public service center, Faculty of tourism. |
| 16/9/2015 | Coordinator of Graduate Diploma Program in Tourism and Hotels, specializing in Hotel Management, Faculty of tourism. |
| 8/7/2015 | Committee member of reviewing the answer sheets and activating the general examination committees at the Faculty of Tourism. |
| 17/5/2015 | Committee member of the library classification and sorting, Faculty of Tourism. |
| 2015/2016 | Community service committee member, Faculty of Tourism. |
| 1/3/2015 | Committee member of evaluating exam sheets for postgraduates. |
| 1/9/2015-Date | Board member of the hotel studies department council, Faculty of Tourism. |

Training courses programs

Specialized programs

| | |
|------|--|
| 2018 | ISO 9001-2015, FDI company, Cairo, October 5 |
| 2018 | SPSS for analyzing data, Fayoum university, 25-28 September |
| 2017 | COMSYS ULTRA Software for Hotel Management, COMSYS Inc, Cairo, 3-5 April |
| 2016 | ISO 9001-2008, FDI company, Cairo, September 3 |
| 2015 | Crises management, Training unit, Fayoum University, November 16 |
| 2015 | Time management, Training unit, Fayoum University, October 18. |
| 2012 | International English Language Testing System (IELTS), (6) Score, British Council, Egypt |
| 2010 | ICDL Certificate. (13-04-2010), Serial No. EGY000367131 |
| 2007 | "TOEFL test" Certificate awarded by the languages center of specialized translations, Cairo University, with a 543 score (24-8-2007 to 4-10-2007) |
| 2006 | Supervisory Development Program, Four Seasons Hotel at Cairo Nile plaza, (1-10-2006 until 20-10-2006) |
| 2006 | Computer Training Course (windows-word-Excel-Power Point), Certificate awarded by the Service Community& Free Studies Center, Fayoum University,(from 1-3-2006 until 14-5-2006),with an Excellent grade. |

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BSc. (Hons), MSc., PGCASR, PhD.

- 2006 Food Safety Trainer, Certificate awarded by the Egyptian Tourism Federation (From 20-3-2006 to 27-3-2006)
- 2006 "Food Safety Principle" Certificate awarded by the American Hotel & Lodging Association (from 1-3-2006 to 15-3-2006)
- 2005 "Computer System Analysis & Design" (26-2-2005 to 27-8-2005, in the statistics research and studies institute), with a very good grade

FLDC Training courses- Fayoum University

- 2019 University administration (23-25 February)
- 2019 Scientific research ethics (9-11 February)
- 2018 Teaching quality management basics (22-24 May)
- 2018 Questions bank (17-19 April)
- 2017 Course descriptions (20-22 November)
- 2016 Thinking skills
- 2015 Effective presentation skills
- 2014 Credit Hours System (16-18/9)
- 2014 Competitiveness Projects (9- 11/9)
- 2014 Research Team Management(19- 21/8)
- 2014 Quality Standard in Teaching(14-16/5)
- 2010 Scientific Publishing (21-23/12)
- 2008 Time Management (29-31/1)
- 2008 Using Technology in Teaching (26-28/1)
- 2007 Lifelong learning (12-15/7)
- 2006 Job Ethics (26-28/9)
- 2006 Communication Skills (10-12/9)
- 2006 Effective teaching (3/8-6/9)

Faculty of Tourism Training courses, Fayoum University

- 2016 Academic programs descriptions (21-23/11)
- 2015 Time management (18/10)
- 2015 Google Forms (14/4)
- 2015 Google Scholar (6/4)
- 2015 Methods of evaluating students (9-10/2)
- 2015 Quality certification requirements (21-22/1)

Train of the Trainers (TOT)

- 2018 Trainer: Total Quality Management in NGOs Arab Society for Human Development in Fayoum (20-21/11)
- 2017 ISO 9001 Trainer and Auditor, Fayoum University City (2017/2018)
- 2017 Trainer: Marketing essentials for professionals, Fayoum University, Services Marketing Center, (16-21/7)
- 2016 Time management trainer, Tourism community for development in Fayoum (20-22/3)
- 2016 Trainer in Training unit of Fayoum university
- 2014 Trainer, an exchange program for training students in Arab universities, Fayoum University in cooperation with the Arab Council for training students of Arab universities (13/8- 1/9)

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2006 Food Safety Program Trainer in the hotel chamber and the Egyptian Federation of Tourist Chambers in cooperation with the Institute of Hospitality and Hotel of America (March)

Prizes and honorary certificates

2020 13th Commencement Day Ceremony (Career Development Award: Top degree for being Associate professor Winner, International publishing award), Fayoum University.

2019 12th Commencement Day Ceremony (International publishing award), Fayoum University.

2018 11th Commencement Day Ceremony (International publishing award), Fayoum University.

2017 10th Commencement Day Ceremony (International publishing award), Fayoum University.

2014 7th Commencement Day Ceremony (International publishing award), Fayoum University.

2014 7th Commencement Day Ceremony (Excellence award of PhD. Thesis), Fayoum University.

2009 2nd Commencement Day Ceremony (Excellence award of MSc Thesis), Fayoum University.

2009 Ministry of Tourism Award for the best research article about service quality, Tourism Research Magazine.

Academic Supervision

Academic mentoring of 5 Master's and 1 Ph.D. students registered in the Faculty of Tourism and Hotels, Fayoum University:

- Mariam Azmy (2019), sustainable marketing initiatives and hotel customer's purchasing intention effect.
- Oncy Shaheen (2018), Ph.D. thesis, 'Revenue management: case study on 5star hotels based in Egypt'.
- Yaseen Elkarki (2016) , Master thesis , 'Strategic planning and human resource management impact on staff performance: A comparative study between 5 star hotels in Cairo and hotels of Ukupa in Jordan'.
- Oncy Shaheen (2016), Master thesis, 'Factors affecting employee productivity: case study on the food and beverage department at Mercure hotels- Egypt'.
- Aliaa Gaber (2016) , Master thesis, ' E-Training effectiveness in five-star hotels in Cairo, Egypt'.
- Mohamed Yehia (2015) , Master thesis, 'Safety and risk management in hotels'

Teaching courses

Different courses have been carried out with undergraduate students, such as:

1- Freshmen students: Tourism and Hospitality Basics

Shaqla University: Project Management, Training, Strategic Management, Economics of Feasibility Studies, Introduction to Human resources, Human resources planning, Organizing workplace, Performance management, Supply Chain Managemnet, Business Administration Basics, Introduction to

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Statistics, Research Methodology in Business Administrations, Student Projects.

- 2- Sophomore: Economics of Tourism, Hospitality Management Basics, Human Resource Management, Public Relations, statistics.
- 3- Junior: Hotel Manage, Front Office, Housekeeping, Food & Beverages Management, Business Etiquette, Event Planning
- 4- Senior: Banquet and meeting, project feasibility study, food service management.

Several courses have been conducted with postgraduate students, such as Hotels Economics; Data collection and analysis, Thesis writing, Tourism&Hotel problems, New approaches in hospitality, Hospitality catering, Human resource management, Human resource development, and Consumer behavior.

Other memberships

- 2021** Editorial Board Member, International Journal of Social Science and Human Research
- 2020** Peer Reviewer for the International Journal of Contemporary Hospitality Management
- 2019** Peer Reviewer for the International Journal of Quality and Service Sciences, International Journal of Health Care Quality Assurance, Journal of Tourism Research & Hospitality, International Journal of Contemporary Hospitality Management
- 2018** UK nectar membership
- 2017** Fayoum University City: Executive board of quality assurance unit
- 2012:** International member of the Automobile and touring club of Egypt
- 2008** Egyptian community for tourism development, Fayoum, Egypt
- 2007** Egyptian community for local tourism promotion and society development, Giza, Egypt.

Academic referees

- 1 Prof.Dr. Ashraf Abdelmabood, Hotel studies department, Faculty of tourism and hotels, asg02@fayoum.edu.eg
- 2 Prof.Dr. Mohammed Abdel Wahab Morsy, Hotel studies department, Faculty of tourism and hotels, mam01@fayoum.edu.eg
- 3 Prof.Dr. Eleri Jones, Cardiff Metropolitan University, Cardiff School of Management, ejones@cardiffmet.ac.uk