

# Karam Gomaa Mohamed ZAKI, Resume

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



## Academic Biography

*Karam Zaki is currently professor of HRM at the College of Science and Humanities, Business Administration Department, Shaqra University, Saudi Arabia. Beside this, I am also a full professor of Tourism & Hospitality Management at the Faculty of Tourism and Hotels, Fayoum University, Egypt. I have 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 ranked journals such as the International Journal of Hospitality Management, Employee Relations, Cleaner Logistics and Supply Chain, International Journal of Contemporary Hospitality Management, Human Behavior and Emerging Technologies, Journal of Hospitality and Tourism Insights, the International Journal of Quality and Service Sciences, Journal of Risk Analysis and Crisis Response, 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>

**Full Name:** Karam Gomaa Mohamed ZAKI

**Mobile No:** +966530990637; +201224750285

**Date of Birth:** 19/01/1983

**Marital Status:** Married

**E-mails:** [kzaki@su.edu.sa](mailto:kzaki@su.edu.sa); [Kgm00@fayoum.edu.eg](mailto:Kgm00@fayoum.edu.eg); [zakikaraam@gmail.com](mailto:zakikaraam@gmail.com)

## Official webpages:

[https://www.su.edu.sa/ar/faculty-members/karamzaki-0?check\\_logged\\_in=1](https://www.su.edu.sa/ar/faculty-members/karamzaki-0?check_logged_in=1)

<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:

<sup>1-</sup> Professor of HRM, Department of Business Administration, College of Science & Humanities, Shaqra University, Saudi Arabia.

<sup>2-</sup> Professor of Hotel Management, Faculty of Tourism and Hotels, Fayoum University, Egypt

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## 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

## Education and Qualifications

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

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## Career Development

Date	Position	Organization
31-7-2025 until now	Professor	Business Administration Dep, College of Science and Humanities, Shaqra University, Saudi Arabia
29-1-2025 until now	Professor	Faculty of Tourism and Hotels- Fayoum University, Egypt
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
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 2025	12 <sup>th</sup> Glopal Conference on Business and Economics	Scientific paper review comittee	The University of South Florida, Muma College of Business- USA
March 3-6,2024	11 <sup>th</sup> Glopal Conference on Business and Economics	Scientific paper review comittee	The University of South Florida, Muma College of Business- USA

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

<b>October 11-13, 2021</b>	Leadership Summit	Participant	The University of South Florida, Muma College of Business-USA
<b>May 11-13, 2021</b>	Global Conference on Services and Retail Management(GLOSERV)	Scientific Committee member	The University of South Florida, Muma College of Business-USA
<b>March 19-20, 2021</b>	2 <sup>nd</sup> International Webinar on Physical Health, Nursing Care, and COVID-19 Management	Plenary Speaker	Scientific MEDITECH, UK
<b>February 1-3, 2021</b>	Human Development and Development strategies	Attending	Arab Planning Institute, Kuwait
<b>February 8, 2021</b>	The Basic Rules for Building Scientific Concepts	Attending	Academics & Researchers Platforms(IFAD),UK
<b>November 1-2, 2020</b>	1 <sup>st</sup> International Virtual Conference on Tourism and Heritage Management	Attending	Luxor University, Egypt
<b>October 27, 2020</b>	International Publishing in Top tier Journals	Attending	Suez Canal University, Egypt
<b>September 24-25, 2020</b>	16 <sup>th</sup> Amity International Tourism & Hospitality E-Conference	Attending	Amity University, India
<b>March 2019</b>	1 <sup>st</sup> scientific conference of Nursing Faculty-Fayoum	Keynote speaker	Fayoum University-Egypt
<b>August 2018</b>	Leading leaders	Participant	Helwan Leadership Institute
<b>February 2018</b>	11 <sup>th</sup> International Conference of Tourism & Hospitality	Participant and organizing member	Luxor-Egypt
<b>December 2017</b>	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
<b>February 2017</b>	10 <sup>th</sup> International Conference of Tourism & Hospitality	Participant and organizing member	Sharm El Shiekh-Egypt
<b>February 2016</b>	9 <sup>th</sup> International Conference of Tourism & Hospitality	Participant and organizing member	Marsa Alam-Egypt
<b>August 2013</b>	PGCASR –Cardiff Met	Organizing member	UK-Cardiff Metropolitan University.
<b>May 2012</b>	MSP Fayoum Club Symposium	Attending	Egypt- Fayoum
<b>March 2012</b>	Conference of the Faculty of Tourism and Hotels, Fayoum University	Organizing member	Egypt- Fayoum

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<b>April 2010</b>	Conference of Seyouf Institute for Tourism and Hotels	Participant	Egypt- Alex
<b>October 2009</b>	Sport Tourism Symposium- National Council for Youth	Attending	Egypt- Fayoum
<b>October 2009</b>	Digital Library Symposium- Fayoum University	Attending	Egypt- Fayoum
<b>June 2009</b>	Publishing research in the Association of Arab Universities for Tourism & Hospitality Journal	Participant	Egypt- Alex
<b>June 2009</b>	Publishing research in Tourism Research Journal	Participant	Egypt- Cairo
<b>June 2009</b>	Writing Research Proposal Symposium- DAAD	Attending	Egypt- Cairo
<b>June 2009</b>	Joining the competition of Industrial Modernization Center ( Handmade Crafts)	Participant	Egypt- Cairo
<b>March 2008</b>	Publishing research in Tourism & Hotels Faculty Journal	Participant and organizing member	Egypt- Fayoum
<b>March 2008</b>	The 3 <sup>rd</sup> Tourism Conference – Faculty of Tourism & Hotels	Organizing member	Egypt- Fayoum
<b>March 2005</b>	The 1 <sup>st</sup> Tourism Conference – Faculty of Tourism & Hotels	Organizing member	Egypt- Fayoum

## **Journal Publication List**

Zaki, K. (2026). Revenue management reinvented: Leveraging technical know-how to unlock hotel efficiency, *Tourism and Hospitality Management*, 32(1), <https://doi.org/10.20867/thm.32.1.9> (WOS&Scopus)

Zaki, K., & Elnagar, A. K. (2025). Unpacking talent management: a moderated mediation analysis of team dynamics and competitive performance in luxury hotels. *Employee Relations: The International Journal*, 47(1), 48-77. <https://doi.org/10.1108/ER-02-2024-0114> (WOS&Scopus)

Zaki, K., Abdelghani, A. A., Ahmed, H. A., Abdelfadel, T., Abusalim, E., Ahmed, K., ... & Elnagar, A. K. (2025). Work decently: AI-driven marketing strategies for a competitive edge in tourism. *Research Journal in Advanced Humanities*, 6(1). <https://doi.org/10.58256/pbhpzq64> (Scopus)

Herzallah, A. M., Iriqat, R. A., Hamed, M. H., Zaki, K., & Elnagar, A. K. (2025). Green synergy in hospitality: Unveiling the nexus between environmentally sustainable practices and hotel green performance. *International Journal of Hospitality Management*, 131, 104301.

<https://doi.org/10.1016/j.ijhm.2025.104301> (WOS&Scopus)

Herzallah, A. M., Iriqat, R. A. M., Zaki, K., Khalifa, G. S., Abdelfadel, T. A. A., Hamed, M. H., & Elnagar, A. K. (2025). Sustainable innovation as a catalyst: linking green supply chain practices to corporate reputation in emerging markets. *Cleaner Logistics and Supply Chain*, 100245. <https://doi.org/10.1016/j.clscn.2025.100245> (WOS&Scopus)

## **Karam Gomaa Mohamed ZAKI, Resume**

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

Zaki, K. (2025). Low-Carbon Transformation in Hospitality: Integrating Green HRM, Sustainable Commitment, and Industry 4.0 for Environmental Resilience. *Journal of Risk Analysis and Crisis Response*, 15(2), 20-20. <https://doi.org/10.54560/jracr.v15i2.578> (Scopus)

Zaki, K. (2025). Developing a Best-Practice Model of Circular Economy in the Hotel Industry. *International Journal of Hospitality and Tourism Systems*, 18(1). <https://doi.org/10.21863/ijhts/2025.18.1.005> (Scopus)

Zaki, K., Alhomaïd, A., Shared, H. (2025). Leveraging machine learning to analyze influencer credibility's impact on brand admiration and consumer purchase intent in social media marketing. *Human Behavior and Emerging Technologies*. <https://doi.org/10.1155/hbe2/9959697>(WOS&Scopus)

Zaki, K., Alhomaïd, A., Ghareb, A., Shared, H., Raslan, A., Khalifa, G. S., & Elnagar, A. K. (2025). Digital Synergy and Strategic Vision: Unlocking Sustainability-Oriented Innovation in Saudi SMEs. *Administrative Sciences*, 15(2), 59. <https://doi.org/10.3390/admsci15020059> (WOS&Scopus)

Zaki, K. & Elnagar, A.K. (2025). Unpacking talent management: a moderated mediation analysis of team dynamics and competitive performance in luxury hotels, *Employee Relations*. <https://doi.org/10.1108/ER-02-2024-0114> (WOS&Scopus)

Zaki, K. & Farrag, M. (2024). The Impact of Circular Economy on Environmental Performance in the Tourism and Hospitality industry: the role of Low-Carbon Behavior and Eco-friendly behavior, *The International Journal of Tourism and Hospitality Studies*, 7(2), pp. 285-304. <https://doi.org/10.21608/ijthsx.2024.338409.1129>

Zaki, K. (2025). Enabling hotel circularity via Industry 4.0 innovations for enhanced hotel performance: insights from Saudi Arabia and Egypt, *Journal of Hospitality and Tourism Insights*. <https://doi.org/10.1108/JHTI-03-2024-0223> (WOS&Scopus)

Zaki, K. & Shared. H. (2023). 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)

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

Zaki, K. & Shared. H. (2022). Many flowers make a bouquet: A recipe for women entrepreneurs in SMEs, *Journal of Global Business Insights*, <https://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 <https://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](https://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](https://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](https://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).

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>

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

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](http://www.eulc.edu.eg/eulc_v5/Libraries/Thesis/BrowseThesisPages.aspx?fn=PublicDrawThesis&BibID=12047289)

Zaki, K. G. M., Jones, E., AbdelwahabMorsy, 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, Gmaledeen, 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>.

### Work experience

<b>25/2/2020 till now</b>	Business Administration Department Member	Shaqra University
<b>25/2/2020 - 2022</b>	Coordinator of the Human Resource Management Department, Community College	Shaqra University
<b>1/5/2017- 5/10/2018</b>	ISO 9001 facilitator and coordinator with a certification body (Russian Register & IQNet)	Fayoum University
<b>29/3/2017- 31/8/2019</b>	University City Quality Assurance Manager	Fayoum University
<b>2/4/2018</b>	An organizer of the Talent Chef competition, Bayoun Lackside Fayoum	Fayoum
<b>1/2/2016- 30/3/2017</b>	ISO 9001 facilitator and coordinator with a certification body (TUV NORD)	Fayoum University
<b>29/3/2017</b>	Quality Assurance Manager, Fayoum University City	Fayoum University
<b>1/10/2015- 1/8/2016</b>	Quality Assurance Manager, Fayoum University Hotel, Faculty of Tourism and Hotels	Fayoum University
<b>1/9/2015- 31/8/2016</b>	Hotel General Manager of the Tourism hotel of the University Campus	Fayoum University
<b>2014/2015- 2017/2018</b>	Faculty representative for student graduation projects from 2015	Faculty of Tourism
<b>2015/2016</b>	Hotel studies department member and a board member to date	Faculty of Tourism
<b>1/1/2016- 31/8/2016</b>	Coffee manager, Faculty hotel	Faculty of Tourism
<b>23/3/2015</b>	Fayoum University Representative of the national project of Labs and scientific devices	Fayoum University

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<b>2/4/2015</b>	Organizing committee member for Graduates' annual employment meeting	Mercure Hotel, Cairo
<b>2/4/2015</b>	The team leader of the Annual Little chef competition held by the Faculty of Tourism and Hotels	Mercure Hotel, Cairo
<b>1/9/2015-31/8/2016</b>	Hotel General Manager of the educational Fayoum University Hotel	Fayoum
<b>2014/2015</b>	Vice Executive Manager of the graduates' surveillance unit	Faculty of Tourism
<b>6/11/2014-31/8/2017</b>	Department representative of the quality assurance unit	Faculty of Tourism
<b>2006/2010</b>	Resident Manager in the hotel of the Faculty (in a circular basis shifts with my colleagues)	Faculty of Tourism
<b>1/5/2005-1/5/2006</b>	Training consultant" in EL MOBADARA Community Development and Small Enterprise Association	Giza

### **University memberships and committees**

<b>29/3/2018-31/8/2018</b>	Fayoum University City: Executive board of quality assurance unit.
<b>2018/2019</b>	Community service committee member, Faculty of Tourism.
<b>2017/2018</b>	Committee leader of student's opinion assessment, Faculty of Tourism.
<b>21/1/2018</b>	Committee member, library books selection from book fair()
<b>13/12/2017</b>	Committee member of reviewing the clauses of the terms of reference for the rental of the regional training center, Quaron Lake, Fayoum university.
<b>2017/2018</b>	Fayoum University Representative of the national project of Labs and scientific devices.
<b>17/9/2017</b>	Inventory committee member, Assessment drive learning measurement and assessment center.
<b>12/4/2017</b>	Committee member of reviewing HR MBA in the hotel sector.
<b>1/12/2015-1/5/2016</b>	Board member, public service center, Faculty of tourism.
<b>16/9/2015</b>	Coordinator of Graduate Diploma Program in Tourism and Hotels, specializing in Hotel Management, Faculty of tourism.
<b>8/7/2015</b>	Committee member of reviewing the answer sheets and activating the general examination committees at the Faculty of Tourism.
<b>17/5/2015</b>	Committee member of the library classification and sorting, Faculty of Tourism.
<b>2015/2016</b>	Community service committee member, Faculty of Tourism.
<b>1/3/2015</b>	Committee member of evaluating exam sheets for postgraduates.
<b>1/9/2015-Date</b>	Board member of the hotel studies department council, Faculty of Tourism.

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## Training courses programs

### Specialized programs

- 2024 Fundamentals of Digital Transformation Certificate, Fayoum university, July 7
- 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.
- 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

- 2024 5 online certificates ( Teaching strategy; Corruption fighting; ILO's; Curriculum maps ; Scientific research writing (22 May:30 July 2024) for professor promotion purposes in 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)

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- 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)
- 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**

- 2022 15<sup>th</sup> Commencement Day Ceremony (International publishing award), Fayoum University.
- 2020 13<sup>th</sup> Commencement Day Ceremony (Career Development Award: Top degree for being Associate professor Winner, International publishing award), Fayoum University.
- 2019 12<sup>th</sup> Commencement Day Ceremony (International publishing award), Fayoum University.
- 2018 11<sup>th</sup> Commencement Day Ceremony (International publishing award), Fayoum University.
- 2017 10<sup>th</sup> Commencement Day Ceremony (International publishing award), Fayoum University.
- 2014 7<sup>th</sup> Commencement Day Ceremony (International publishing award), Fayoum University.
- 2014 7<sup>th</sup> Commencement Day Ceremony (Excellence award of PhD. Thesis), Fayoum University.
- 2009 2<sup>nd</sup> 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.

# Karam Gomaa Mohamed ZAKI, Resume

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

## 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 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

- 2025** Editorial Board Member, Employee Relations Journal
- 2021** Editorial Board Member, International Journal of Social Science and Human Research
- 2020** Peer Reviewer for the International Journal of Contemporary Hospitality Management

## **Karam Gomaa Mohamed ZAKI, Resume**

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

- 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**

- Prof.Dr. Rashed Ghazi, Business Administration, College of Science&Humanities, [ralotaibi@su.edu.sa](mailto:ralotaibi@su.edu.sa)
- Prof.Dr. Ashraf Abdelmabood, Hotel studies department, Faculty of tourism and hotels, [asg02@fayoum.edu.eg](mailto:asg02@fayoum.edu.eg)
- Prof.Dr. Eleri Jones, Cardiff Metropolitan University, Cardiff School of Management, [ejones@cardiffmet.ac.uk](mailto:ejones@cardiffmet.ac.uk)