

KARAM GOMAA MOHAMED ZAKI, PhD, PGCASR, MSc, BSc (Hons)

Professor of Human Resource Management | Professor of Hotel & Hospitality Management

Mobile: +966 53 099 0637 | +20 122 475 0285 • **Email:** kzaki@su.edu.sa | kgm00@fayoum.edu.eg | zakikaraam@gmail.com • **LinkedIn:** [linkedin.com/in/karam-g-zaki-a8064953](https://www.linkedin.com/in/karam-g-zaki-a8064953) • **ORCID:** 0000-0001-6070-5449 • **Google Scholar:** scholar.google.co.uk/citations?user=MJOZCsAAAAAJ

PROFESSIONAL SUMMARY

Professor and researcher with 20+ years of academic and leadership experience across Saudi Arabia, Egypt, and the UK, focusing on **Human Resource Management (HRM)**, **Hospitality & Tourism Management**, and **Sustainability**. Record of high-impact publications (IJHM, Sustainability, Employee Relations), editorial roles, and extensive peer-review service. Proven capacity-building leader in **quality assurance (ISO 9001, TQM)**, curriculum design, and postgraduate supervision. Methodological strengths include **SEM/PLS, SPSS, R, and wavelet analysis**.

Areas of Expertise & Keywords: HRM • Hospitality & Tourism • Sustainability • Talent Management • Green HRM • Industry 4.0 • Project Management • Revenue Management • Supply Chain • Customer Experience • Statistical Modeling (SEM, R, Wavelets).

ACADEMIC APPOINTMENTS

Professor of HRM, Department of Business Administration, College of Science & Humanities, **Shaqra University, Saudi Arabia** (Jul 31, 2025 – Present).

Professor of Hotel Management, Faculty of Tourism & Hotels, **Fayoum University, Egypt** (Jan 29, 2025 – Present).

Associate Professor, Department of Business Administration, College of Science & Humanities, **Shaqra University, Saudi Arabia** (Feb 25, 2020 – Jul 30, 2025).

Visiting Professor (Academic Fellow), **Cardiff School of Management**, Cardiff Metropolitan University, UK (Sep 23, 2019 – Mar 23, 2020).

Assistant Professor, Hotel Studies Department, Faculty of Tourism & Hotels, **Fayoum University, Egypt** (Jan 29, 2020).

Lecturer, Hotel Studies Department, Faculty of Tourism & Hotels, **Fayoum University, Egypt** (Oct 29, 2014 – Jan 28, 2020).

Associate Researcher, Cardiff School of Management, Cardiff Metropolitan University, UK (Sep 23, 2012 – Jul 1, 2014).

Assistant Lecturer, Hotel Studies Department, Faculty of Tourism & Hotels, **Fayoum University, Egypt** (Nov 27, 2008 – Sep 22, 2014).

Demonstrator, Hotel Studies Department, Faculty of Tourism & Hotels, **Fayoum University, Egypt** (Dec 7, 2004 – Nov 26, 2008).

EDUCATION

Post-Doctoral Research Mission (Erasmus+: NTG Project) — Cardiff School of Management, **Cardiff Metropolitan University**, UK (Sep 2019).

PhD in Hotel Management — Joint Scholarship, **Cardiff Metropolitan University (UK) & Fayoum University (Egypt)** (Oct 2014).

PGCASR (Postgraduate Certificate in Applied Social Research) — **Cardiff School of Management**, Cardiff Metropolitan University, UK (Sep 2013).

MSc in Hotel Management — **Fayoum University**, Egypt (Oct 2008).

BSc (Hons) in Hotel Management (Excellent with Honors) — Cairo University, Fayoum Branch, Egypt (May 2004).

RESEARCH INTERESTS

Tourism & Hospitality; Human Resource Management; Tourism Sustainability; Best-Practice Models in HRM; HR Development & Training; Continuous Improvement & Sustainable Development; Productivity, Efficiency & Performance; Statistical Analysis (SPSS, SEM/Smart PLS, Frontier, R, Wavelets); Quality Assurance & Accreditation (Six Sigma, ISO in Services, TQM); Project Management; Proposal Writing; Fundraising & Costing; Innovation; Entrepreneurship; Customer Satisfaction; Service Quality; Teamwork; Supply Chain Management.

PUBLICATIONS (ABS Ranking, WOS, and Scopus)

2026

- 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).

- Ahmed, H., Zaki, K., Abdelghani, A., Abdelfadel, T., Abusalim, E., & Elnagar, A. (2025). **Leveraging corporate social responsibility for sustainable performance...** *GeoJournal of Tourism and Geosites*, 62(4). <https://doi.org/10.30892/gtg.62414-1580> (, WOS & Scopus).
- Zaki, K., & Elnagar, A. K. (2025). **Unpacking talent management...** *Employee Relations: The International Journal*, 47(1), 48–77. <https://doi.org/10.1108/ER-02-2024-0114> (ABS 2, 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...** *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...** *International Journal of Hospitality Management*, 131, 104301. <https://doi.org/10.1016/j.ijhm.2025.104301> (ABS 3, 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...** *Cleaner Logistics and Supply Chain*, 100245. <https://doi.org/10.1016/j.clscn.2025.100245> (WOS & Scopus).
- Zaki, K. (2025). **Low-Carbon Transformation in Hospitality...** *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...** *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...** *Administrative Sciences*, 15(2), 59. <https://doi.org/10.3390/admsci15020059> (WOS & Scopus).
- Zaki, K. (2025). **Enabling hotel circularity via Industry 4.0 innovations...** *Journal of Hospitality and Tourism Insights*. <https://doi.org/10.1108/JHTI-03-2024-0223> (WOS & Scopus).
- Raslan, A., Zaki, K., Fayed, H., Saad, H., Morsy, M. (2025) **Bridging Insights for Sustainability: A Mixed-Methods Exploration of Best Practices...** *International Journal of Hospitality and Tourism Systems* <https://shorturl.at/BzgjE> (Scopus).

2024

- Zaki, K., & Farrag, M. (2024). **The Impact of Circular Economy on Environmental Performance...** *International Journal of Tourism and Hospitality Studies*, 7(2), 285–304. <https://doi.org/10.21608/ijthsx.2024.338409.1129>.

2023

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

2022

- 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 HRM and Hotel Business Outcomes...** *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*. <https://doi.org/10.5038/2640-6489.7.1.1212>.
- Zaki, K. (2022). **Implementing dynamic revenue management in hotels during Covid-19...** *International Journal of Contemporary Hospitality Management*, 34(5), 1768–1795. <https://doi.org/10.1108/IJCHM-08-2021-1043> (ABS 3, WOS & Scopus).

2021

- 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. <https://doi.org/10.3390/su13031161> (WOS & Scopus).

2020

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

2019

- Zaki, K. (2019). **Using Mixed Methods to Model Hotel Performance Measurement in Egypt**. *Journal of Global Business Insights*, 4(1), 18–33. <https://doi.org/10.5038/2640-6489.4.1.1054>.

Earlier Publications & Theses (2008–2018)

- Zaki, K., & Ahmed, M. (2018). **Antecedents and Consequences of Food Quality in Egyptian Healthcare**. *International Journal of Heritage, Tourism and Hospitality*, 12(3).
- Zaki, K., & Saad, H. (2018). **Adoption of Cloud HRIS 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 F&B at Mercure Hotels—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 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**. *International Journal of Heritage, Tourism, and Hospitality*, 11(3/2).
- Zaki, K. (2017). **Entrepreneurship Behaviour among Hospitality Undergraduates in Egypt**. *International Journal of Heritage, Tourism, and Hospitality*, 11(3/2).
- Zaki, K. (2016). **The Role of Quality Circle's Programs in The Hotel Industry: Spirit of Hotel Service**. LAP LAMBERT Academic Publishing. <https://www.amazon.com/Quality-Circles-Programs-Hotel-Industry/dp/3659925438>.
- Zaki, K. (2014). **The Impact of HRM Practices on Employees' Productivity in the Hotel Industry** (PhD Thesis). 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., GamalEldeen, N. F., & Zaki, K. G. (2010). **Marketing Strategies for Promoting Alexandria Tourism.** *Journal of Association of Arab Universities for Tourism & Hospitality.* (Arabic).
- Zaki, K. G., & Hasan, M. S. (2009). **Service Quality in Five-Star Hotels: A Study of SERVQUAL Application.** *Journal of Tourism Research*, Ministry of Tourism, Egypt (Arabic).
- Morsy, M. A., Aziz, W., & Zaki, K. G. (2008). **Quality Circles' Programs: Exploring the Potential Benefits.** *Faculty of Tourism & Hotels Journal*, Vol. 3 (Conference paper).
- Zaki, K. G. M. (2008). **The Role of Quality Circles Programs in the Hotel Industry...** (MSc Thesis). <http://www.fayoum.edu.eg/English/Tourism/HotelStudies/pdf/MrKaram1.pdf>.

CONFERENCES & WORKSHOPS (Full List)

- Mar 2025: **12th Global Conference on Business and Economics** — Scientific Paper Review Committee, University of South Florida, USA.
- Mar 3–6, 2024: **11th Global Conference on Business and Economics** — Scientific Paper Review Committee, USF, USA.
- Oct 11–13, 2021: **Leadership Summit** — Participant, USF, USA.
- May 11–13, 2021: **Global Conference on Services and Retail Management (GLOSERV)** — Scientific Committee Member, USF, USA.
- Mar 19–20, 2021: **2nd International Webinar on Physical Health, Nursing Care, and COVID-19 Management** — Plenary Speaker, Scientific MEDITECH, UK.
- Feb 1–3, 2021: **Human Development and Development Strategies** — Attendee, Arab Planning Institute, Kuwait.
- Feb 8, 2021: **The Basic Rules for Building Scientific Concepts** — Attendee, Academics & Researchers Platforms (IFAD), UK.
- Nov 1–2, 2020: **1st International Virtual Conference on Tourism and Heritage Management** — Attendee, Luxor University, Egypt.
- Oct 27, 2020: **International Publishing in Top-Tier Journals** — Attendee, Suez Canal University, Egypt.
- Sep 24–25, 2020: **16th Amity International Tourism & Hospitality E-Conference** — Attendee, Amity University, India.
- Mar 2019: **1st Scientific Conference of Nursing Faculty—Fayoum** — Keynote Speaker, Fayoum University, Egypt.
- Aug 2018: **Leading Leaders** — Participant, Helwan Leadership Institute, Egypt.

- Feb 2018: **11th International Conference of Tourism & Hospitality** — Participant & Organizing Member, Luxor, Egypt.
- Dec 2017: **Forum of Professional Academic Dialogue... Quality Assurance & Accreditation** — Organizing Member, Fayoum University.
- Feb 2017: **10th International Conference of Tourism & Hospitality** — Participant & Organizing Member, Sharm El-Sheikh, Egypt.
- Feb 2016: **9th International Conference of Tourism & Hospitality** — Participant & Organizing Member, Marsa Alam, Egypt.
- Aug 2013: **PGCASR – Cardiff Met** — Organizing Member, UK.
- May 2012: **MSP Fayoum Club Symposium** — Attendee, Fayoum, Egypt.
- Mar 2012: **Conference of the Faculty of Tourism & Hotels** — Organizing Member, Fayoum University.
- Apr 2010: **Seyouf Institute Conference** — Participant, Alexandria, Egypt.
- Oct 2009: **Sport Tourism Symposium—National Council for Youth** — Attendee, Fayoum, Egypt.
- Oct 2009: **Digital Library Symposium—Fayoum University** — Attendee, Fayoum, Egypt.
- Jun 2009: **Association of Arab Universities for Tourism & Hospitality Journal (Publishing Research)** — Participant, Alexandria, Egypt.
- Jun 2009: **Tourism Research Journal (Publishing Research)** — Participant, Cairo, Egypt.
- Jun 2009: **DAAD—Writing Research Proposal Symposium** — Attendee, Cairo, Egypt.
- Jun 2009: **Industrial Modernization Center (Handmade Crafts) Competition** — Participant, Cairo, Egypt.
- Mar 2008: **Tourism & Hotels Faculty Journal (Publishing Research)** — Participant & Organizing Member, Fayoum, Egypt.
- Mar 2008: **3rd Tourism Conference—Faculty of Tourism & Hotels** — Organizing Member, Fayoum, Egypt.
- Mar 2005: **1st Tourism Conference—Faculty of Tourism & Hotels** — Organizing Member, Fayoum, Egypt.

TEACHING

Undergraduate: Project Management; Training; Strategic Management; Economics of Feasibility Studies; Introduction to HR; HR Planning; Workplace Organization; Performance Management; Supply Chain Management; Business Administration Basics; Introduction to Statistics; Research Methodology in Business Administration; Student Projects; Tourism & Hospitality Basics; Economics of Tourism; Hospitality Management; Public Relations; Statistics; Hotel Management; Front Office; Housekeeping; F&B

Management; Business Etiquette; Event Planning; Banqueting & Meetings; Project Feasibility; Food Service Management.

Postgraduate: Hotels Economics; Data Collection & Analysis; Thesis Writing; Tourism & Hotel Problems; New Approaches in Hospitality; Hospitality Catering; HRM; HR Development; Consumer Behavior.

GRADUATE SUPERVISION (Selected)

- **PhD:** Oncy Shaheen (2018) — Revenue management in 5-star hotels, Egypt.
 - **MSc:** Mariam Azmy (2019) — Sustainable marketing & hotel customers' purchase intentions.
 - **MSc:** Yaseen Elkarki (2016) — Strategic planning & HRM impacts on staff performance (5-star Cairo vs. Ukupa, Jordan).
 - **MSc:** Oncy Shaheen (2016) — Factors affecting employee productivity (F&B, Mercure—Egypt).
 - **MSc:** Aliaa Gaber (2016) — E-Training effectiveness in five-star hotels in Cairo.
 - **MSc:** Mohamed Yehia (2015) — Safety & risk management in hotels.
-

EDITORIAL & PEER-REVIEW SERVICE

Editorial Boards: *Discover Sustainability* (2025–); *Employee Relations* (2025–); *International Journal of Social Science and Human Research* (2021–).

Peer Reviewer (selected): *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*; *International Journal of Quality and Service Sciences*; *International Journal of Health Care Quality Assurance*.

Professional Alliances: Member, Next Tourism Generation Alliance (NTG) — Europe (improving education–industry collaboration).

LEADERSHIP & ADMINISTRATIVE EXPERIENCE (Selected)

- **Coordinator, HRM Department (Community College)** — Shaqra University (Feb 25, 2020 – 2022).
- **University City Quality Assurance Manager** — Fayoum University (Mar 29, 2017 – Aug 31, 2019).
- **ISO 9001 Facilitator & Coordinator** — with TUV NORD (2016–2017) and with Russian Register & IQNet (2017–2018), Fayoum University.
- **Quality Assurance Manager** — Fayoum University City (Mar 29, 2017).

- **Quality Assurance Manager** — Fayoum University Hotel, Faculty of Tourism & Hotels (Oct 1, 2015 – Aug 1, 2016).
- **Hotel General Manager** — Educational Hotel, Fayoum University (Sep 1, 2015 – Aug 31, 2016).
- **Faculty Representative** — Student graduation projects (2014/15–2017/18), Faculty of Tourism.
- **Board Member** — Hotel Studies Department Council (2015–Date), Faculty of Tourism.
- **Coffee Manager** — Faculty Hotel (Jan 1 – Aug 31, 2016).
- **University Representative** — National project of labs & scientific devices (Mar 23, 2015).
- **Organizer & Team Lead** — Graduates’ annual employment meeting & “Little Chef” competition (Apr 2, 2015), Mercure Hotel, Cairo.
- **Resident Manager** — Faculty Hotel (rotational), 2006–2010.
- **Training Consultant** — EL MOBADARA Community Development & Small Enterprise Association (2005–2006), Giza.

UNIVERSITY COMMITTEES & SERVICE (Selected)

- Executive Board, Quality Assurance Unit — Fayoum University City (Mar 29 – Aug 31, 2018).
 - Community Service Committee — Faculty of Tourism (2015/16; 2018/19).
 - Leader, Student Opinion Assessment Committee — Faculty of Tourism (2017/18).
 - Library Books Selection Committee — Book Fair (Jan 21, 2018).
 - ToR Review Committee — Rental of Regional Training Center, Qaroun Lake (Dec 13, 2017).
 - University Representative — National project of labs & scientific devices (2017/2018).
 - Inventory Committee — Measurement & Assessment Center (Sep 17, 2017).
 - HR MBA Review Committee — Hotel Sector (Apr 12, 2017).
 - Board Member — Public Service Center, Faculty of Tourism (Dec 1, 2015 – May 1, 2016).
 - Coordinator — Graduate Diploma Program in Tourism & Hotels (Hotel Management), Faculty of Tourism (Sep 16, 2015).
 - Exams Committees — Review & activation (Jul 8, 2015).
 - Library Classification & Sorting — Faculty of Tourism (May 17, 2015).
 - Postgraduate Exam Sheets Evaluation — (Mar 1, 2015).
-

TRAINING & CERTIFICATIONS

Specialized Programs

- 2024 — Fundamentals of Digital Transformation Certificate, Fayoum University (Jul 7).
- 2018 — ISO 9001:2015, FDI Company, Cairo (Oct 5).
- 2018 — SPSS for Data Analysis, Fayoum University (Sep 25–28).
- 2017 — COMSYS ULTRA Hotel Management Software, COMSYS Inc., Cairo (Apr 3–5).
- 2016 — ISO 9001:2008, FDI Company, Cairo (Sep 3).
- 2015 — Crisis Management, Training Unit, Fayoum University (Nov 16).
- 2015 — Time Management, Training Unit, Fayoum University (Oct 18).
- 2012 — IELTS, Band 6, British Council, Egypt.
- 2010 — ICDL Certificate (Serial EGY000367131).
- 2007 — TOEFL (score 543), Cairo University Languages Center (Aug 24 – Oct 4).
- 2006 — Supervisory Development Program, Four Seasons Hotel Cairo Nile Plaza (Oct 1–20).
- 2006 — Computer Training (Windows, Word, Excel, PowerPoint), Fayoum University (Mar 1 – May 14), grade: Excellent.
- 2006 — Food Safety Trainer, Egyptian Tourism Federation (Mar 20–27).
- 2006 — Food Safety Principles, American Hotel & Lodging Association (Mar 1–15).
- 2005 — Computer System Analysis & Design, Statistics Research & Studies Institute (Feb 26 – Aug 27), grade: Very Good.

FLDC – Fayoum University

- 2024 — 5 Online Certificates: Teaching Strategy; Anti-Corruption; ILO's; Curriculum Maps; Scientific Research Writing (May 22 – Jul 30) — for professor promotion.
- 2019 — University Administration (Feb 23–25).
- 2019 — Scientific Research Ethics (Feb 9–11).
- 2018 — Teaching Quality Management Basics (May 22–24).
- 2018 — Question Banks (Apr 17–19).
- 2017 — Course Descriptions (Nov 20–22).
- 2016 — Thinking Skills.
- 2015 — Effective Presentation Skills.
- 2014 — Credit Hours System (Sep 16–18).
- 2014 — Competitiveness Projects (Sep 9–11).
- 2014 — Research Team Management (Aug 19–21).
- 2014 — Quality Standards in Teaching (May 14–16).

- 2010 — Scientific Publishing (Dec 21–23).
- 2008 — Time Management (Jan 29–31).
- 2008 — Using Technology in Teaching (Jan 26–28).
- 2007 — Lifelong Learning (Jul 12–15).
- 2006 — Job Ethics (Sep 26–28).
- 2006 — Communication Skills (Sep 10–12).
- 2006 — Effective Teaching (Aug 3 – Sep 6).

Faculty of Tourism — Fayoum University (Internal)

- 2016 — Academic Program Descriptions (Nov 21–23).
- 2015 — Time Management (Oct 18).
- 2015 — Google Forms (Apr 14).
- 2015 — Google Scholar (Apr 6).
- 2015 — Methods of Evaluating Students (Feb 9–10).
- 2015 — Quality Certification Requirements (Jan 21–22).

Train-the-Trainer (ToT)

- 2018 — Trainer: Total Quality Management in NGOs, Arab Society for Human Development, Fayoum (Nov 20–21).
- 2017 — ISO 9001 Trainer & Auditor, Fayoum University City (2017/18).
- 2017 — Trainer: Marketing Essentials for Professionals, Services Marketing Center, Fayoum University (Jul 16–21).
- 2016 — Time Management Trainer, Tourism Community for Development, Fayoum (Mar 20–22).
- 2016 — Trainer, Training Unit, Fayoum University.
- 2014 — Trainer, Arab Universities Exchange Program (Aug 13 – Sep 1).
- 2006 — Food Safety Program Trainer, Hotel Chamber & Egyptian Federation of Tourist Chambers (Mar).

AWARDS & HONORS

- 2025 — **Fayoum University Experts (ProMinds) — Joined:** <https://prominds.fayoum.edu.eg/Minds/Personal/1162>.
- 2022 — **International Publishing Award**, 15th Commencement Day, Fayoum University.
- 2020 — **Career Development Award (Associate Professor Winner) & International Publishing Award**, 13th Commencement Day, Fayoum University.
- 2019 — **International Publishing Award**, 12th Commencement Day, Fayoum University.

- 2018 — **International Publishing Award**, 11th Commencement Day, Fayoum University.
- 2017 — **International Publishing Award**, 10th Commencement Day, Fayoum University.
- 2014 — **International Publishing Award & Excellence Award (PhD Thesis)**, 7th Commencement Day, Fayoum University.
- 2009 — **Excellence Award (MSc Thesis)**, 2nd Commencement Day, Fayoum University.
- 2009 — **Ministry of Tourism Award** — Best research article on service quality, *Tourism Research Magazine*, Egypt.

PROFESSIONAL MEMBERSHIPS

- Editorial Board Member — *Discover Sustainability* (2025–).
- Editorial Board Member — *Employee Relations* (2025–).
- Editorial Board Member — *International Journal of Social Science and Human Research* (2021–).
- Peer Reviewer — IJHM; ER; CLSC; IJCHM; HBET; JHTI; IJQSS; IJHCQA (various years).
- UK Nectar Membership (2018).
- University Quality Assurance Executive Board — Fayoum University City (2017).
- Automobile & Touring Club of Egypt — International Member (2012).
- Egyptian Community for Tourism Development, Fayoum (2008).
- Egyptian Community for Local Tourism Promotion & Society Development, Giza (2007).

REFERENCES

- **Prof. Dr. Rashed Ghazi**, Business Administration, College of Science & Humanities — Email: ralotaibi@su.edu.sa.
- **Prof. Dr. Ashraf Abdelmabood**, Hotel Studies Department, Faculty of Tourism & Hotels — Email: asg02@fayoum.edu.eg.
- **Prof. Dr. Eleri Jones**, Cardiff School of Management, Cardiff Metropolitan University — Email: ejones@cardiffmet.ac.uk.

ADDITIONAL LINKS (Official Pages)

- Shaqra University Faculty Page — <https://www.su.edu.sa/ar/faculty-members/karamzaki-0>
- ResearcherID — <http://www.researcherid.com/rid/V-2421-2018>
- Publons — <https://publons.com/a/1620942>