

Valentini Kalargyrou, Ph.D.

Curriculum Vitae 2016

Department of Hospitality Management
University of New Hampshire
Peter T. Paul College of Business and Economics
Peter T. Paul Hall - 10, Garrison Avenue
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18, Cowell Drive
Durham, NH 03824
(603) 319 7073

EDUCATION

- | | | |
|--------|------|---|
| Ph.D. | 2009 | University of Nevada, Las Vegas: Hospitality Administration
Dissertation: "Leadership Skills and Challenges in Hospitality
Management Education." Chair: Robert Woods |
| M.A | 2005 | University of Nevada, Las Vegas: Hotel Administration
Thesis: "Opinions and Impressions of Training Professionals
about their role in hospitality" |
| B.B.A. | 1990 | Athens University of Economics and Business: Business
Administration and Accounting (major in Marketing) |

ACADEMIC EXPERIENCE

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|------------------------|---|
| Spring 2017 (upcoming) | Fulbright-Salzburg University of Applied Sciences-Visiting
Professor |
| 2015-present | Associate Professor of Hospitality Management, Peter T. Paul
College of Business and Economics, the University of New
Hampshire |
| 2009-2015 | Assistant Professor of Hospitality Management, Peter T. Paul
College of Business and Economics, the University of New
Hampshire |
| Spring 2009 | Visiting Professor, University of Nevada, Las Vegas, Singapore
campus |
| 2006-2009 | Part-time instructor of Hotel Management, William F. Harrah
Hotel College, University of Nevada, Las Vegas (UNLV) |

INDUSTRY EXPERIENCE

- 2014 Casino and Human Resources Intern,
MGM Grand Hotel and Casino in Las Vegas, NV,
MGM RESORTS INTERNATIONAL
Key accomplishments:
- Operational analysis of MGM Grand Hotel and Casino
 - Development of partnership between MGM and the University of New Hampshire
- 2007 Casino Intern, MGM Grand Hotel and Casino in Las Vegas, NV,
MGM RESORTS INTERNATIONAL
Key accomplishments:
- Operational analysis of MGM Grand Hotel and Casino and Marketing Operations.
- 2005-2006 Human Resources Consultant and Project Manager, MGM Grand
Hotel and Casino in Las Vegas, NV, MGM RESORTS
INTERNATIONAL
Key accomplishments:
- Organized the HR program “5-a-day plus” for MGM Grand.
 - Organized focus groups that covered issues of general wellness and preventive health maintenance at the MGM Grand.
 - Prepared the manual for the MGM MIRAGE Information Station and train the trainer for Mandalay Bay, Luxor and Excalibur Employee Services employees.
 - Prepared a quarterly newsletter for MGM Grand Employee Relations.
- 2005 Employee Relations Associate, MGM Grand Hotel and Casino in Las
Vegas, NV, MGM RESORTS INTERNATIONAL
Key accomplishments:
- Member of the opening team of the 3-Michelin star Joel Robuchon at the Mansion restaurant and l’Atelier at the MGM Grand.
 - Member of the opening team of the hotel condo “The Signature” at the MGM Grand.
- Special Projects staff, Corporate Human Resources,
MGM RESORTS INTERNATIONAL
Key accomplishments: Measurement of diversity education
training.
- 2004 Member of a selected UNLV graduate team, WYNN LAS VEGAS
Key accomplishments: Flowcharting of Wynn’s Training and
Development business process prior to the opening of the property.

Intern, Rio All Suite Hotel and Casino in Las Vegas, NV, CAESAR'S ENTERTAINMENT Inc.

Key accomplishments: Operational analysis of Rio's Hotel Operations.

Facilitator, Bellagio Las Vegas, MGM RESORTS INTERNATIONAL

Key accomplishments: Developed and delivered the first seminar on "Mentoring Managers and Executive Chefs" for the Bellagio's Food and Beverage executive team.

2000

Co-founder, HONEYMOON SA

Key accomplishments: "Honeymoon" opened three franchises in Greece and one in Voukouresti-Balkans.

1997-2000

Owner-Managing Director, PETER'S VALENTINE

Key accomplishments: Created a new branded lingerie concept "Honeymoon."

1990-1996

Sales/Marketing Manager and Co-owner of the import, wholesale trading company LIBERTY MARINE TRADING LTD

Key accomplishments: In two years, doubled revenue.

Assistant Manager and Co-owner of the yacht chartering company, LIBERTY SHIPPING AND TOURIST ENT/SES LTD

Key accomplishments: Discovered a unique wooden yacht with favorable payment terms. "Manos" was the first luxurious yacht of the fleet.

LANGUAGES

- English: Very fluent
- French: Very fluent (Sorbonne II / teaching license in French)
- Greek: Native language
- Spanish: Basic knowledge

HONORS AND AWARDS

- Fulbright Grant Recipient in Austria (2016)
- Accepted by the Chinese High-end Foreign Experts Recruitment Program (2015)
- Faculty Fellowship Summer Institute in Israel (2015)
- Nominated for UNH 2015 Assistant Professor Excellence Award
- Nominated for UNH 2014 Assistant Professor Excellence Award
- UNH Graduate School 2012 Summer Faculty Fellowship
- Nominated for WSBE 2012 Research Award
- Member of Who's Who in Business Higher Education (WWBHE)
- Member of the Honor Society of Phi Kappa Phi (UNLV, Chapter 100)
- Member of the Golden Key International Honor Society
- Member of the National Scholars Honor Society

- Chancellor's Who is Who list
- Teaching and Learning Center Fellow, University of Nevada, Las Vegas (2008)
- International Graduate Student Access Scholarship Award for top international students at UNLV (2008)

PROFESSIONAL AFFILIATIONS

- Member of the Society for Human Resources Management (SHRM)
- Member of the Seacoast Human Resources Association (SHRA)
- Member of the Council of Hotel, Restaurant, and Institutional Education (CHRIE)
- Member of the National Association of Professional Women (NAPW)
- Former Member of the Academy of Educational Leadership

PROFESSIONAL DEVELOPMENT

Sample of Workshops-Seminars

- Disability and Employment: Research, Policy and Practice Webinar (2015)
- Active listening skills Workshop (2014)
- Using clickers in the classroom (2014)
- Kognito training: At risk for university and college faculty (2014)
- UNH J-Term Orientation Training (2013)
- Employment Law Update "New HR world 2013 NH" (2013)
- Ethics game webinar (2013)
- I-clicker training (2013)
- UNH Faculty Instructional Technology Summer Institute (FITSI) (2013)
- Seacoast Human Resources Association workshop, "Updates in the law 2012" (2013)
- E-UNH Seminar and Discussion (2012)
- UNH workshop "My life with autism with Temple Grandin" (2012)
- UNH workshop "The science of learning: Applying instructional tools in the classroom and online (2012)
- WSBE Executive Development Program Overview (2012)
- Janet Krumm Disability and Media UNH Lecture Series" (2012)
- UNH workshop "Meet with instruction team to improve services (2012)
- UNH workshop "Active Learning Strategies" (2012)
- UNH workshop "Faculty intro to teaching online courses" (2011)
- UNH workshop "I-Pad" (2011)
- UNH workshop "Distance Learning Lessons Learned: Faculty Perspectives (2011)
- Seacoast Human Resources Association, 2010 Seacoast Employment Law Update (2011)
- UNH Faculty Instructional Technology Institution (FITSI) (2010)
- UNH workshop "My students beyond the textbook" (2010)
- UNH workshop "Critical thinking" (2010)

Conferences

- HR in hospitality conference and expo, Las Vegas (2015)
- 20th Annual Graduate Education and Graduate Student Research, Tampa, FL (2015)

- Pacific Rim International Conference on Disability and Diversity (2014)
- HR in Hospitality conference and expo, Las Vegas, NV (2013)
- USBLN conference, Orlando, FL (2012)
- I-CHRIE conference, Providence, RI (2012)
- Advances in Hospitality and Tourism Marketing and Management Conference, Corfu, Greece (2012)
- I-CHRIE conference, Denver, CO (2011)
- HR in hospitality conference, Washington DC (2011)
- Hospitality Industry Diversity Institute, Houston, TX (2010)
- HR in Hospitality conference. Las Vegas, NV (2010)
- CHART conference, Cleveland, OH (2009)
- I-CHRIE conference, Atlanta, GA (2008)
- 4th International Conference on Tourism, Athens, Greece (2008)
- Las Vegas International Hospitality and Convention Summit, Las Vegas, NV (2007)

I. RESEARCH

REFEREED ACADEMIC JOURNAL ARTICLES

1. **Kalargyrou V.**, Aliouche H. & Schlenrich U. (forthcoming). Antecedents and consequences of franchisee satisfaction in the US restaurant industry. *Journal of Human Resources in Hospitality and Tourism*. (**Cabell's acceptance rate = 21%**)
2. **Kalargyrou V.** & Woods R. (2015). An exploratory study of children commercial sexual exploitation in the hospitality industry in the United States. *Hospitality and Society*, 5(1), 43-69. DOI: 10.1386/hosp.5.1.43_1. (**Cabell's acceptance rate= 18%**)
3. Houtenville, A. & **Kalargyrou, V.** (2015). Employers' perspectives about employing people with disabilities: A comparative study across industries. *Cornell Hospitality Quarterly*, 56(2), 168-179. DOI: 10.1177/1938965514551633. (**Cabell's acceptance rate= 11-20%; ISI Web science IF = 1.165**)
4. **Kalargyrou V.** & Volis, A. (2014). Disability inclusion initiative in the hospitality industry: An exploratory study of industry leaders. *Journal of Human Resources in Hospitality and Tourism*, 13(4), 430-454. (**Cabell's acceptance rate = 21%**)
5. **Kalargyrou V.** (2014). Gaining a competitive advantage with disability inclusion initiatives. *Journal of Human Resources in Hospitality and Tourism*, 13(2), 120-145. (**Cabell's acceptance rate = 21%**)

6. Kuo, P. & **Kalargyrou, V.** (2014). Consumers' perspectives on service staff with disabilities in the hospitality industry. *International Journal of Contemporary Hospitality Management*, 26(2), 164-182. **(Cabell's acceptance rate = 15-20%; Current acceptance rate: 10%; ISI Web science IF = 1.623)**
7. Houtenville, A. & **Kalargyrou, V.** (2012). People with disabilities: Employer's perspectives on recruitment practices, strategies and challenges in leisure and hospitality. *Cornell Hospitality Quarterly*, 53(1), 40-52. **(Cabell's acceptance rate = 11-20%; ISI Web science IF = 1.165)**
8. **Kalargyrou, V.** & Woods, R. (2012). Academics vs. professional managers when leading hospitality management education. *Journal of Hospitality and Tourism Education*, 24(4), 5-13. **(Cabell's acceptance rate = 18-20%)**
9. **Kalargyrou, V.**, Singh, AK & Lucas, A. (2012). Estimating the effect of racino restaurant sales on slot wagering volume. *International Journal of Contemporary Hospitality Management*, 24(7), 1088-1099. **(Cabell's acceptance rate = 15-20%; Current acceptance rate: 10%; ISI Web science IF = 1.623)**
10. **Kalargyrou, V.**, Pescosolido T. & Kalargiros, E. (2012). Leadership skills in management education. *Academy of Educational Leadership Journal*, 16(4), 39-64. **(Cabell's acceptance rate = 25%)**
11. **Kalargyrou, V.** (2011). Administrative challenges in hospitality management education. *Journal of Hospitality and Tourism Education*, 23(3), 34-42. **(Cabell's acceptance rate = 18-20%)**
12. **Kalargyrou, V.** & Woods, R. (2011). Identifying training challenges in the hospitality industry: An exploratory approach. *FIU Hospitality Review*, 29(1), 1-23. **(Cabell's acceptance rate= 30-40%)**
13. **Kalargyrou, V.** & Woods, R. (2011). Wanted training competencies for the 21st century. *International Journal of Contemporary Hospitality Management*, 23(3), 361-376. **(Cabell's accept. rate= 15-20%; Current acceptance rate: 10%; ISI Web science IF = 1.623)**
14. **Kalargyrou, V.**, Woods, R., & Bergman C. (2010). Five a day keeps the doctor away: Employee and managerial impressions of implementing a healthy dining option. *International Journal of Hospitality and Tourism Administration*, 11(3), 242-254. **(Cabell's acceptance rate = 25%)**

15. **Kalargyrou, V.** & Woods, R. (2009). What makes a college administrator an effective leader? An exploratory study. *Journal of Teaching in Travel and Tourism*, 9 (1), 21-36 (DOI: 1531-3220). (Cabell's accept. rate = 31%)

RESEARCH UNDER REVIEW

1. **Kalargyrou V.** & Costen W. Diversity management research in hospitality and tourism: Past, present and future. *Invited paper-International Journal of Contemporary Hospitality Management* (revise and re-submit).
2. **Kalargyrou V.**, Barber N. & Kuo P. The impact of disability on the guests' Perceptions of service quality in the hospitality industry. *Journal of International Hospitality Management* (1st submission)

RESEARCH IN PROGRESS

1. **Kalargyrou V.** & Kutz, D. Social entrepreneurship and disability inclusion in the workplace.
2. **Kalargyrou V.** Employees with disabilities perspectives about opportunities and challenges in their workplace.
3. **Kalargyrou V.**, Barber N. & Kuo P. Part II: The impact of disability on the guests' perceptions of service quality in a failure service scenario in the hospitality industry.
4. Harvey P. & **Kalargyrou V.** Employee entitlement in the hospitality Industry: A study of the effectiveness of managerial interventions.
5. Bonet D., **Kalargyrou V.**, Push and Pull Factors for Women becoming Franchisees (study conducted in France and Belgium).

PROFESSIONAL PUBLICATIONS

1. **Kalargyrou, V.** & Woods, R. (2007). Required readings for Europeans expatriating in the United States. *Hosteur*, 16(2), 27-30.

REFEREED EDITORIALS

1. **Kalargyrou, V.** (2012). The business case of employing people with disabilities. *Journal of Tourism Research and Hospitality*, 1(2).

REFERRED CONFERENCE PROCEEDINGS

1. **Kalargyrou, V.** (2012). People with disabilities: A new model of productive labor. *Proceeding of the 2012 advances in Hospitality and Tourism Marketing and Management Conference*. Corfu, Greece.
2. **Kalargyrou, V., & Woods, R.** (2008). Leadership skills and challenges in hospitality management education: an exploratory study. *Proceeding of the 2008 I-CHRIE annual conference and marketplace*, Atlanta, Georgia.
3. Lucas, A., & **Kalargyrou, V.** (2008). Estimating untracked gaming volume by hotel occupancy segment. *Proceeding of the 4th International Conference on Tourism*, Athens, Greece.
4. **Kalargyrou, V.,** Bergman, C., & Kalargiros, E. (2007). Hospitality employees' dining room healthy choices: an exploratory study. *Las Vegas International Hospitality and Convention Summit*, Las Vegas, Nevada.
5. **Kalargyrou, V., & Woods, R.** (2006). A practical guide for Europeans expatriating in the United States. *Proceedings of the 12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas.
6. **Kalargyrou, V., & Woods, R.** (2006). Trainers' perceptions of skills needed for success. *Proceedings of the 12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas.

REFEREED PRESENTATIONS

1. **Kalargyrou, V.** (2012). People with disabilities: A new model of productive labor. *Proceeding of the 2012 advances in Hospitality and Tourism Marketing and Management Conference*. Corfu, Greece.
2. **Kalargyrou, V., & Woods, R.** (2008). Leadership skills and challenges in hospitality management education: an exploratory study. *Proceeding of the 2008 ICHRIE annual conference and marketplace*, Atlanta, Georgia.
3. **Kalargyrou, V.,** Bergman, C., & Kalargiros, E. (2007). Hospitality employees' dining room healthy choices: an exploratory study. *Las Vegas International Hospitality and Convention Summit*, Las Vegas, Nevada.
4. **Kalargyrou, V., & Woods, R.** (2006). A practical guide for Europeans expatriating in the United States. *Proceedings of the 12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas.

5. **Kalargyrou, V., & Woods, R. (2006).** Trainers' perceptions of skills needed for success. *Proceedings of the 12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, Texas.

INVITED PRESENTATIONS

1. **Kalargyrou, V. (2016).** Disability studies in the workplace. University of New South Wales, Sydney, Australia.
2. **Kalargyrou, V., Woods, & R., Erdem, M. (2007).** Determining the challenges of hotel training professionals: an exploratory study. *Las Vegas International Hospitality and Convention Summit*, Las Vegas, NV.

RESEARCH GRANTS

Fulbright Grant- Salzburg University of Applied Sciences (2017)

UNH Office for International Programs-Israel Social Ent/ship Research project (2016)

UNH International Development Grant (2016)

Peter T. Paul Summer Research Grant (2014)

Peter T. Paul Research Funding (Fall 12/Spring 13-Fall 13/Spring 14, Fall 14/Spring 15, Fall 15)

Recipient of UNH Graduate School Summer Faculty Fellowship (2012)

Whittemore School of Business and Economics (WSBE) Research Funding (Fall 11/Spring 12, Fall 10/Spring 11, Fall 09/Spring 10)

CITATIONS IN SELECTED MEDIA

Internet

Huffington Post; False Stereotypes of People with Disabilities Hold Employers Back (May 2014)

MSN Health and Alton Memorial Hospital; Hospitality Not a friendly industry for disabled workers: Study (Jan. 2012)

Medical Express; US hospitality industry often reluctant to hire people with disabilities (Jan. 2012)

Accommodations. Nevada's Hotel and Lodging Association online magazine; Europeans expatriating in the U.S. (Oct. 2008)

Print

HR Magazine; Do workers with disabilities cost more? (April 2012)

II. TEACHING

COURSES TAUGHT

University of New Hampshire

- a. Casino Management-HMGT 777 (one of the four most popular courses on campus. Responsible for organizing and leading every semester a two-day field trip to casino resorts)
- b. Casino Management-HMGT777-Online development and delivery
- c. Hospitality Human Resources-HMGT 635 (Flipped/inverted instruction)
- d. International Food and Culture-HMGT 570 (Discovery/inquiry attribute)
- e. Hospitality Practicum-HMGT 404
(Implemented a new more effective registration system with UNH dining)
- f. Student Research Experience-INCO 590
- g. Healthy and Happy at Work: Wellness, Diversity and Inclusion
HMGT 598/OT 598 (Discovery/inquiry attribute-scheduled for Fall 2016)

University of Nevada, Las Vegas

- a. Organizational Behavior Applied to the Service Industry-HMD 407
- b. Human Resources Management in the Hospitality Industry-HMD 259
- c. World Culture and Hospitality Management-TCA 330
- d. World Culture and Hospitality Management-TCA 330-Online development and delivery

STUDENT DEVELOPMENT

Honors Thesis Advisor; Marnee Dupont (2014). It is not the serve but the return

Honors Thesis Advisor; Samantha Pheffer (2013). Casino resorts accounting
Procedures: A case study of Foxwoods resort casino

Honors Thesis Advisor; Sarah Geden (2011). The impact of financial crisis on the US
gaming industry

PROFESSIONAL PRESENTATIONS

UNH Faculty Instructional Technology Institution (FITSI)-Online Track: Exemplary
Online Courses (2014)

Rosenberg International Franchise Center-Propensity factors and challenges for

women entering franchising (2010)

INVITED KEYNOTE SPEAKER

Invited speaker to deliver a webinar on the best practices and success in inclusive employment in the hospitality sector. RespectAbility. February 19, 2015.

CERTIFICATIONS

ServSafe-Food Handler (2014)

UNH Graduate College Certification in Graduate Teaching (2010)

UNLV Certification in College Teaching and Learning (2007)

III. SERVICE

A. SERVICE TO MY PROFESSION

Member of Editorial Boards

International Journal of Contemporary Hospitality Management (2013-present)

International Journal of Hospitality and Tourism Administration (2015-present)

Journal of Tourism Research and Hospitality (2012-2013)

Journal Ad Hoc Reviewer

Reviewer for Cornell Hospitality Quarterly (2007-present)

Reviewer for the International Journal of Hospitality and Tourism Administration
(2009-present)

Reviewer for ILR Review (2015)

Reviewer for Managing Service Quality (2011-2012)

Conference Reviewer

Reviewer for the annual International CHRIE Conference (2007-present)

Reviewer for the Annual Graduate Education and Graduate Student Research
Conference (2006-present)

Reviewer for NENA federation Research Conference (2013)

Member of Conference Scientific Committees

Advances in Hospitality and Tourism Marketing and Management Conference.
Corfu, Greece (2012)

International Conference on Contemporary Marketing Issues. Thessaloniki,
Greece (2012, 2013)

B. SERVICE TO THE UNIVERSITY, COLLEGE AND DEPARTMENT

The University of New Hampshire

Organizer of a UNH panel discussion “Problem gambling: A hidden addiction”
(Oct. 20, 2015)

Discovery Committee (Fall 2015-present)

Faculty Fellowship Committee (Spring 2014-present)

Member of Faculty Senate (Fall 2010-Spring 2011, Fall 2011-Spring 2012)

Member of the Students’ Affairs Committee (Fall 2010-Spring 2011, Fall 2011-
Spring 2012)

Faculty Marshall at 2012 Commencement

Peter T. Paul College of Business and Economics

Ethics Special Interest Group (2015)

Member of the Undergraduate Curriculum and Assessment Committee (Fall
2012-present)

Member of the college Interim Associate Dean search committee (Summer 2014)

Member of the Dean’s Search Committee (Fall 2013-Spring 2014)

Faculty leader for the study abroad program of Peter T. Paul in Budapest,
Hungary (Fall 2014)

Teacher-mentor for Peter T. Paul faculty for CETL course on “College Teaching
Mentorship (Spring 2014)

UNH Undergraduate Research Conference-Mediator and Student Advisor
(Spring 2013)

Member of the Structural Review Taskforce (April-October 2013-6 months)

Hospitality Management Department

Faculty advisor for the “Lodging and Resort Management” specialization (Spring
2014-present)

Member of Junior Faculty Search Committee (Fall 2014-Spring 2015)

Member of the department Curriculum Committee Review (Fall 2012-Spring
2014)

Liaison between Paul undergraduate curriculum committee and the hospitality
program (Fall 2012-present)

Member of Senior Faculty Search Committee (Fall 2013-Spring 2014)

Liaison with UNH Confucius Institute (Fall 2013-present)

Whittemore School of Business and Economics Major/Option Fair (2010, 2011,
2012)

Whittemore School of Business and Economics Open House (2010, 2011, 2012)

Member of Food Service Lecturer Search Committee (Fall 2011-12)

Member of the Merit Policy Committee (Fall 2012)

Guest speaker for HMGT 401 (Fall 2010–Fall 2014) and HMGT 570 (Spring
2011-Present)