

Susan E. Gordon

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EDUCATION

Purdue University, West Lafayette, IN

Ph.D. Hospitality & Tourism Management, August 2014

Dissertation Title: The Impact of Perceived Supervisor Support and Hotel Employee Wellbeing on Turnover Intention, Advisor: Dr. Howard Adler

Boston University, Boston, MA

MBA with a concentration in International Management, May 2006

University of Massachusetts, Amherst, MA

B.S. Hospitality Administration, May 1996

RESEARCH INTERESTS

- Employee subjective well-being
- Perceived supervisor support
- Perceived organizational support

ACADEMIC APPOINTMENTS

Purdue University, West Lafayette, IN

White-Lodging-J.W. Marriott, Jr. School of Hospitality & Tourism Management

Associate Professor

August 2022 – present

Assistant Professor

August 2016 – July 2022

Courses taught:

- HTM 181 Lodging Management
- HTM 212 Management and Leadership in the Hospitality and Tourism Industry
- HTM 312 Human Resources Management for the Service Industries
- HTM 390 Undergraduate Research in Human Resources
- HTM 399 Leadership Development
- HTM 499 Business Development in Hospitality and Tourism
- HTM 581 Advanced Hotel Management
- HTM 602 Research Topics and Methods Seminar

University of South Florida Sarasota-Manatee, Sarasota, FL

College of Hospitality & Tourism Leadership

Assistant Professor

August 2014 – May 2016

Courses taught:

- HFT 4221 Hospitality Human Resources Management
 - Student service learning project on recruiting methods for The Resort at Longboat Key Club
 - Delivered course online in Summer 2015 and Spring 2016
- HFT 4253 Lodging Management
 - Use of innRoad property management system to provide hands-on experience for students
 - Delivered course online in Summer 2015
- HFT 6246 Organizational Effectiveness in the Hospitality Industry

• HMG 6259 Graduate Seminar in Lodging Management
Graduate Program Coordinator

May 2015 – May 2016

Purdue University, West Lafayette, IN
School of Hospitality & Tourism Management
Instructor

August 2010 – May 2014

Courses taught:

- HTM 212 Organization and Management in the Hospitality and Tourism Industry
- HTM 312 Human Resource Management
- HTM 381 Lodging Management II

Research Assistant, Center for the Study of Lodging Operations
Graduate Assistant, Career Center

PUBLICATIONS

- Shi, X., **Gordon, S.**, & Adler, H. (forthcoming). Challenging or hindering? Understanding the daily effects of work stressors on hotel employees' work engagement and job satisfaction. *International Journal of Hospitality Management*.
- Jolly, P., **Gordon, S.**, & Self, T. (forthcoming). Family supportive supervisor behaviors and turnover intention: Does gender matter? *International Journal of Contemporary Hospitality Management*.
- Gordon, S.**, Jolly, P., Self, T., & Shi, X. (2021). Is subtle toxicity worse for minority employees? The impact of coworker incivility on employee well-being. *Journal of Foodservice Business Research*, doi: 10.1080/15378020.2021.1955612.
- Gordon, S.** & Shi, X. (2021). The well-being and subjective career success of workaholics: An examination of hospitality managers' recovery experience. *International Journal of Hospitality Management*, 93, p.102804. doi: 10.1016/j.ijhm.2020.102804
- Gordon, S.** & Shi, X. (2021). Engaging hotel managers through managerial support. *ICHRIE Research Reports*.
- Gong, X., La Lopa, J., & **Gordon, S.** (forthcoming; accepted January 2021). An exploratory study of transformation of job satisfaction to employee engagement in Chinese economy hotels. *Journal of Human Resources in Hospitality & Tourism*.
- Parikh, A. & **Gordon, S.** (forthcoming; published online February 2021). Why haven't we worked together?: Facilitating collaboration at the ICHRIE conference. *Journal of Hospitality & Tourism Research*.
- Gordon, S.** & Shi, X. (forthcoming; published online December 2020). The well-being and subjective career success of workaholics: An examination of hospitality managers' recovery experience. *International Journal of Hospitality Management*.
- Gordon, S.** & Parikh, A. (2021). Supporting employee well-being: The case of independent restaurants. *Journal of Foodservice Business Research*, 24(2), 215-234.
- Shi, X., **Gordon, S.**, & Tang, C.H. (2021). Momentary well-being matters: Daily fluctuations in hotel employees' turnover intention. *Tourism Management*, 83.
- Qiu, S., Cai, L., Lehto, X., Huang, Z, **Gordon, S.**, & Gartner, W. (2020). Tourist self-presentation and diet regulation. *Tourism Management Perspectives*.
- Self, T., **Gordon, S.**, & Ghosh, A. (2020). Increasing management retention: The mediating role of organizational embeddedness on coworker support and turnover intention. *International Journal of Hospitality & Tourism Administration*.
- Shi, X. & **Gordon, S.** (2020). Organizational support versus supervisor support: The impact on hotel managers' psychological contract and work engagement. *International Journal of Hospitality Management*, 87.
- Self, T., **Gordon, S.**, & Jolly, P. (2019). Talent management: A Delphi study of assessing and developing GenZ hospitality leaders. *International Journal of Contemporary Hospitality Management*, 31(10), 4126-4149

- Jolly, P., Self, T., & **Gordon, S.** (2019). Attracting hospitality recruits: The benefit of benefits. *Journal of Human Resources in Hospitality & Tourism, 19*(1), 1-22.
- Suarez, N.**, Berezina, K., Yang, W., & **Gordon, S.** (2019). Are restaurant customers ready for tablet-based menus? *International Journal of Contemporary Hospitality Management, 31*(7), 2914-2932.
- Gordon, S.**, Tang, C.H., Day, J., & Adler, H. (2019). Supervisor support and turnover in hotels: Does subjective wellbeing mediate the relationship? *International Journal of Contemporary Hospitality Management, 31*(1), 496-512.
- Gordon, S.**, Adler, H., Day, J., & Sydnor, S. (2019.) Perceptions of supervisor support: A study of line-level hotel employees. *Journal of Hospitality & Tourism Management, 38*, 82-90.
- Self, T. & **Gordon, S.** (2019). The impact of coworker support and organizational embeddedness on turnover intention among restaurant employees. *Journal of Human Resources in Hospitality & Tourism, 18*(3), 394-424.
- Ryu, K.**, Lehto, X., **Gordon, S.**, & Fu, X. (2019). Effect of a brand story structure on narrative transportation and perceived brand image of luxury hotels *Tourism Management, 71*, 348-363.
- Qiu, S.**, Cai, L., Lehto, X., Huang, Z, **Gordon, S.**, & Gartner, W. (2019). Reliving self-presentational concerns in rural tourism. *Annals of Tourism Research, 74*, 56-67.
- Shi, X.**, Day, J., **Gordon, S.**, Cai, L., & Adler, H. (2019). An exploratory study of visitors' motivation at a heritage destination: The case of South Luogu Alley in China. *Journal of Hospitality and Tourism Insights, 2*(2), 186-202.
- Ryu, K.**, Lehto, X., Fu, X., & **Gordon, S.** (2018). The role of storytelling in cultivating a cult brand: The case of a luxury hotel. *International Journal of Hospitality Management, 74*, 22-29.
- Zhang, H., **Gordon, S.**, Buhalis, D., & Ding, X. (2018). Experience value co-creation on destination online platforms. *Journal of Travel Research, 57*(8), 1093-1107.
- Mody, M. Tang, C.H., Gaulke, C., & **Gordon, S.** (2018). Examining the personal and institutional determinants of research productivity in hospitality and tourism management. *Journal of Hospitality & Tourism Education, 30*(1), 36-51.
- Gordon, S.** & Adler, H. (2017) Employee perceptions of wellbeing and organizational wellness offerings: A case study of line-level employees in select-service hotels. *Journal of Human Resources in Hospitality & Tourism, 16*(3), 308-330.
- Mody, M., **Gordon, S.**, Lehto, X., & Adler, H. (2017). Study abroad and the development of college students' travel venturesomeness: An examination using Plog's psychographic personality types. *Tourism Management Perspectives, 24*, 126-138.
- Mody, M., **Gordon, S.**, Lehto, X., So, S.I., & Li, M. (2016). The augmented convention offering: The impact of destination and product images on attendees' perceived benefits. *Tourism Analysis, 21*(6), 1-15.
- Lehto, X., Park, O.J., & **Gordon, S.** (2015). Migrating to new hotels: A comparison of antecedents of business and leisure travelers' hotel switching intention. *Journal of Quality Assurance in Hospitality & Tourism, 16*(3), 235-258. DOI: 10.1080/1528008X.2014.925787
- Adler, H., **Gordon, S.**, & Rigg, J. (2014). Sabbatical activities of faculty: The case of professors in hospitality and tourism in the U.S. *Journal of Hospitality & Tourism, 12*(1), 1-16.
- Gordon, S.**, Adler, H., & Scott-Halsell, S. (2014). Career fairs: Are they valuable events? Hospitality and tourism recruiter perceptions of attributes towards participation and activities. *International Journal of Hospitality and Event Management, 1*(1), 81-94.
- Adler, H. & **Gordon, S.** (2013). An analysis of the changing roles of hotel concierges. *Journal of Tourism and Hospitality Management, 1*(2), 53-66.
- Gordon, S.** & Adler, H. (2013). Perceptions of hotel concierges on effects of technology on guest service and their positions. *Journal of Tourism Research & Hospitality, 2*(4). DOI: 10.4172/2324-8807.1000128.

PRESENTATIONS

- Gordon, S.** (2021, October). *Game-based learning: The use of apps and online simulations as teaching tools*. Teaching workshop presentation at the annual EuroCHRIE conference, Aalborg, Denmark.

- Shi, J. & **Gordon, S.** (2021, July). Does intercultural competence influence employees' subjective well-being? Poster presented at the annual ICHRIE Summer Conference, Virtual due to COVID-19.
- Parikh, P. & **Gordon, S.** (2021, July). Impact of restaurant covid-19 health and safety precautions on electronic word of mouth ratings. Poster presented at the annual ICHRIE Summer Conference, Virtual due to COVID-19.
- Jung, S., **Gordon, S.**, & Byrd, K. (2021, July). Exploring conference wellness factors perceived by attendees: In the context of professional association conferences. Poster presented at the annual ICHRIE Summer Conference, Virtual due to COVID-19.
- Shi, X. & **Gordon, S.** (2020, October). Challenge stressors versus hinderance stressors: A daily diary study of hotel employees. Paper presented at the annual APACCHRIE conference, Hong Kong.
- Shi, J., Cai, L., **Gordon, S.** & Fan, A. (2020, October). Investigating Intercultural Learning in Curriculum Design of Hospitality and Tourism Programs—A Case Study. Paper presented at the annual ISTTE Conference, Virtual due to COVID-19.
- Gordon, S.**, Shi, X., & Parikh, A. (2020, July). *Enriching restaurant employees' lives: A study of daily work-family balance*. Poster accepted for presentation at the annual ICHRIE Summer Conference, Phoenix, AZ. Virtual due to COVID-19.
- Parikh, A., & **Gordon, S.** (2020, July). *Using eWOM as motivation for restaurant employees: An exploratory study*. Paper accepted for presentation at the annual ICHRIE Summer Conference, Phoenix, AZ. Virtual due to COVID-19.
- Pittman, M., **Gordon, S.**, & Jung, S. (2020, July). *A two model approach to understanding the effects of psychological work environment and personal-work conflict on turnover intention: A generational analysis*. Paper accepted for presentation at the annual ICHRIE Summer Conference, Phoenix, AZ. Virtual due to COVID-19.
- Shi, X. & **Gordon, S.** (2020, January). *Workaholism among hospitality managers: Recovery and subjective career success*. Paper presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV.
- Shi, X. & **Gordon, S.** (2020, January). *Are hotel employees happy? An analysis of employee sentiment online*. Paper presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV.
- Shi, J., **Gordon, S.**, Cai, L., & Wu, D. (2019, December). *Improving seniors' quality of life through rural tourism: A case study in China*. Paper presented at the Caribbean-International Tourism Conference, Barbados.
- Gordon, S.** (2019, September). *Financial wellness training: Perceptions of hospitality stakeholders*. Poster presented at the annual ISTTE Conference, Vancouver, BC.
- Gordon, S.** (2019, September). *Study abroad pedagogy: Employing active learning and reflective learning*. Workshop presented at the annual ISTTE Conference, Vancouver, BC.
- Gordon, S.** & Keene, M. (2019, September). *Gamification apps as teaching tools*. Workshop presented at the annual ISTTE Conference, Vancouver, BC.
- Cai, L., **Gordon, S.**, Nicely, A., Day, J. & Davari, D. (2019, September). *Developing hospitality principles for human sciences- A workshop by hospitality and tourism educators*. Workshop presented at the annual ISTTE Conference, Vancouver, BC.
- Gordon, S.** (2019, July). *The impact of workplace bullying on subjective wellbeing: Perceptions of women hospitality leaders*. Poster presented at the annual ICHRIE Summer Conference, New Orleans, LA.
- Parikh, A. & **Gordon, S.** (2019, July). *Using eWOM as extrinsic motivation for restaurant employees*. Poster presented at the annual ICHRIE Summer Conference, New Orleans, LA.
- Shi, X. & **Gordon, S.** (2019, July). *Dirty work in the hotel industry: The role of family supportive behaviors in collective self-esteem and psychological well-being*. Paper presented at the annual ICHRIE Summer Conference, New Orleans, LA.
- Shi, X. & **Gordon, S.** (2019, July). *The role of workaholism in the relationship among hotel managers' recovery, well-being, and subjective career success*. Poster presented at the annual ICHRIE Summer Conference, New Orleans, LA.

- Shi, X. & **Gordon, S.** (2019, March). *A theoretical integration of realistic job previews and psychological contract in the hotel industry*. Paper presented at the annual CentralCHRIE Conference, Indianapolis, IN.
- Shi, X. & **Gordon, S.** (2019, March). *Does the two-day off recovery count? The relationship among daily recovery, well-being, and job satisfaction*. Poster presented at the annual CentralCHRIE Conference, Indianapolis, IN.
- Pittman, M., Shi, X., & **Gordon, S.** (2019, January). *Investigating the impact of raid-time off to decrease personal-to-work conflict on turnover intention in the casual-dining restaurant segment*. Poster presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Shi, X. & **Gordon, S.** (2019, January). *The organization or the supervisor: Which type of support influences managers' work engagement more?* Paper presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Shi, X. & **Gordon, S.** (2019, January). *An experience sampling study of hotel employees' subjective well-being: The job demands-resources approach*. Poster presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Gordon, S.** (2018, July). *Employees in independent restaurants: How can managers ensure a more supportive environment?* Poster presented at the annual ICHRIE Summer Conference, Palm Springs, CA.
- Jolly, P., Self, T., & **Gordon, S.** (2018, July). *Assessing the effects of benefits on hospitality recruits' pursuit intentions*. Poster presented at the annual ICHRIE Summer Conference, Palm Springs, CA.
- Self, T., **Gordon, S.**, & Gosh, A. (2018, July). *Increasing management retention: The mediating role of coworker support on job embeddedness and turnover intention*. Poster presented at the annual ICHRIE Summer Conference, Palm Springs, CA.
- Ryu, K., Lehto, X., **Gordon, S.**, & Fu, X. (2018, July). *Effect of brand story structure on luxury hotel consumers' narrative transportation*. Paper presented at the annual ICHRIE Summer Conference, Palm Springs, CA.
- Qiu, S., Cai, L., Lehto, X., Huang, Z., **Gordon, S.**, & Gartner, W. (2018, February). *Tourism self-preservation and health-related outcome*. Paper presented at the annual Tourism Sciences Society of Korea (TOSOK), Incheon, South Korea.
- Shi, J., **Gordon, S.**, & Wu, D. (2018, January). *A quality of life framework for rural tourists and locals*. Paper presented at the annual Graduate Student Research Conference in Hospitality and Tourism.
- Shi, X., Day, J., **Gordon, S.**, Cai, L., Adler, H., & Meng, Z. (2018, January). *An examination of visitor motivation at a heritage destination, South Luogu Alley, China*. Paper presented at the annual Graduate Student Research Conference in Hospitality and Tourism.
- Shi, J., Cai, L., **Gordon, S.**, & Wu, D. (2017, October). *An examination of seniors' quality of life for tourists and locals in rural tourism—Evidence from China*. Paper presented at the annual International Society of Travel and Tourism Educators conference.
- Qiu, S., Cai, L., Lehto, X., **Gordon, S.** & Gartner, W. (2017, October). *A conceptual model of tourism and health-related self-presentation*. Paper presented at the annual International Society of Travel and Tourism Educators conference.
- Gordon, S.** & Cobanoglu, C. (2017, July). *Wellness program components: What do hospitality employees want?* Poster presented at the annual ICHRIE Summer Conference, Baltimore, MD.
- Gordon, S.** & Adler, H. (2017, July). *Employee altruism and guest satisfaction in the hospitality industry: Is there a link?* Poster presented at the annual ICHRIE Summer Conference, Baltimore, MD.
- Shi, J., Wu, D., **Gordon, S.**, Dou, X., & Cai, L. (2017, January). *Atmospheric community and tourists' experience: Rural tourism and seniors' quality of life*. Poster presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Ryu, K., Lehto, X., **Gordon, S.**, & Fu, X. (2017, January). *Cultivating an Otaku culture for luxury hotel brands: The role of storytelling*. Paper presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.

- Gordon, S.** & Adler, H. (2016, July). *The effect of hospitality managers' perceptions of wellbeing and management support on turnover intention*. Poster presented at the annual ICHRIE Summer Conference, Grapevine, TX.
- Gordon, S.** & Yang, W. (2016, July). *Learning by doing? Enhancing students' learning experiences by partnering with off-campus hotels in lodging management courses*. Symposium roundtable discussion facilitated at the annual ICHRIE Summer Conference, Grapevine, TX.
- Suarez, N., Berezina, K., Yang, W., & **Gordon, S.** (2016, June). *Are customers ready for tablet-based menus? An analysis of the innovation characteristics that influence the intentions to adopt tablet-based menus*. Paper presented at the 2016 iHITA Annual Research Conference, New Orleans, LA.
- Gordon, S.** (2015, November). *The effect of subjective wellbeing on turnover intention of hospitality managers: An empirical study*. Research in progress paper accepted for presentation at the 5th International Interdisciplinary Business-Economics Advancement Conference, Fort Lauderdale, FL.
- Gordon, S.**, Adler, H., & Self, T. (2015, July). *Subjective wellbeing and turnover intention in hotels: What impact does an employee's cultural background play?* Poster presented at the annual ICHRIE Summer Conference, Orlando, FL.
- Gordon, S.**, Adler, H., & Tang, C.H. (2014, July). *The impact of supervisor support and employee wellbeing on turnover intention within the select-service hotel setting*. Poster presented at the annual ICHRIE Summer Conference, San Diego, CA.
- Gaulke, C., **Gordon, S.**, Mody, M., & Tang, C.H. (2014, January) *Publish or perish: An econometric analysis of the determinants of research productivity in hospitality and tourism*. Paper presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Gordon, S.**, Adler, H., & Rigg, J. (2013, July). *Sabbatical activities of hospitality and tourism faculty in the U.S.* Poster presented at the annual ICHRIE Summer Conference, St. Louis, MO.
- Gordon, S.**, Adler, H., & Nicely, A. (2013, January). *A day in the life of a select-service general manager*. Poster presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA.
- Mody, M., **Gordon, S.**, Adler, H., & Lehto, X. (2012, October). *The impact of summer study abroad on students' future travel behavior: An examination using Plog's psychographic personality types*. Paper presented at the annual EuroCHRIE Conference, Lausanne, Switzerland.
- Gordon, S.** & Adler, H. (2012, August). *Perceptions of hotel concierges on the impact of technology*. Poster presented at the annual ICHRIE Summer Conference, Providence, RI.
- Mody, M., **Gordon, S.**, Lehto, X., So, S.I., & Li, M. (2012, June). *The augmented convention offering: The impact of destination and product images on benefit acquisition*. Paper presented at the annual Asia Pacific Tourism Association Conference, Taipei, Taiwan.
- Sydnor, S., Adler, H. & **Gordon, S.** (2011, July). *Specifying a model of organizational social capital*. Poster presented at the annual ICHRIE Summer Conference, Denver, CO.
- Gordon, S.** & Adler, H. (2011, January). *Recruiters' perceptions of career fairs*. Poster presented at the annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.

INVITED PRESENTATIONS

- Gordon, S.** (2021, March). *Foodservice Human Resources*. Invited professor for a day for the School of Hotel and Tourism Management at The Hong Kong Polytechnic University.
- Gordon, S.** (2020, October). *Toxic restaurants: The impact of incivility on employee well-being*. Invited presentation for the Purdue University Department of Human Development and Family Studies colloquium.
- Shi, J., Cai, L., **Gordon, S.**, & Fan, A. *Preparing HTM and CSR students with worldviews and intercultural knowledge, skills, and attitudes*. Invited presentation for the Purdue University School of Hospitality and Tourism Management HTM Research Colloquium on Tourism, Health, and Quality of Life.
- Gordon, S.** (2020, October). *Faculty as mentors*. Invited presentation for the annual ISTTE Conference.

- Shi, X., Casapao, C., & Gordon, S. (2018, November). *Does the recovery experience count? The relationship among employees' workaholism, well-being, and career success.* Invited presentation for the Purdue University School of Hospitality and Tourism Management HTM Research Colloquium on Tourism, Health, and Quality of Life.
- Shi, X. & Gordon, S. (2018, September). *Perceived organizational support or perceived supervisor support? An experimental study to explore managers' psychological contract and work engagement in the hotel industry.* Invited presentation for the Purdue University I-O Psychology Department colloquium.
- Shi, X. & Gordon, S. (2018, April). *Dirty work in the hotel: The role of family supportive supervisor behavior in housekeeping attendants' psychological well-being.* Invited presentation for the Purdue University School of Hospitality and Tourism Management colloquium.
- Shi, X. & Gordon, S. (2017, November). *Perceived organizational support, perceived supervisor support, psychological contract and work engagement: A scenario based approach to explore managers' perspectives in the hotel industry.* Invited presentation for the Purdue University School of Hospitality and Tourism Management colloquium.
- Gordon, S.** (2014, April). *Should we care about employee wellbeing? Its impact on turnover.* Invited presentation for the Purdue University HTM Strategic Alliance Counsel, West Lafayette, IN.
- Gordon, S.** (2013, October). *Happy Employees Lead to a Happy Workplace.* Invited presentation for the Suzhou Shangri-La Hotel Management Team.
- Gordon, S.** (2013, October). *Happy Employees Lead to a Happy Workplace.* Invited presentation for the Suzhou Scholars Inn (Schotel Hotels) Management Team.

UNIVERSITY AND DEPARTMENTAL SERVICE

Purdue University

- HTM Faculty Representative for the College of Health & Human Services Virtual Admitted Students Day, February 2021 & April 2021
- HTM Faculty Representative for the College of Health & Human Services International Programs Committee, February 2021 – present
- Mentor, Purdue University Certificate of Practice in College Teaching for two graduate students, Fall 2018
- Assistant Professor Representative for the College of Health & Human Sciences, Provost's Listening Session on Future of Undergraduate Education, April 2018
- Mentor, Horizons Faculty Mentor Program for undergraduate students, Fall 2017, Fall 2018, & Fall 2019
- Representative of the College of Health & Human Services, Commencement, May 2017 & August 2017
- HTM Faculty Representative, College of Health & Human Services New Student Pizza Party, April 2017 & March 2019
- Engagement Award Selection Committee Member, College of Health & Human Services, January 2017
- HTM faculty representative at the College of Health & Human Services Family Day, September 2016
- HTM Representative, SpringFest, April 2012
- Exam Proctor, Center for Instructional Excellence, September 2010 – May 2011

White Lodging-J.W. Marriott, Jr. School of Hospitality & Tourism Management, Purdue University

- Chair, Doctoral dissertation committee for Michael Pittman
- Chair, Doctoral dissertation committee for Xiaolin Shi, graduated
- Co-Chair, Doctoral dissertation committee for Jieyu Shi, graduated
- Committee Member, Doctoral dissertation committee for Filza Armadita
- Committee Member, Doctoral dissertation committee for Yongwook Ju

- Committee Member, Doctoral dissertation committee for Chen Zhao
- Committee Member, Doctoral dissertation committee for Poerava Brodien Hapairai
- Committee Member, Doctoral dissertation committee for Hong Soon Kim, graduated
- Committee Member, Doctoral dissertation committee for Amanda Bies, graduated
- Committee Member, Doctoral dissertation committee for Matthew Mosley, graduated
- Committee Member, Doctoral dissertation committee for Mark Keene, graduated
- Committee Member, Doctoral dissertation committee for Stephen Leitch, graduated
- Committee Member, Doctoral dissertation committee for Shangzhi Qiu, graduated
- Committee Member, Doctoral dissertation committee for Timothy Self, graduated
- Co-Chair, Master thesis committee for Kyungin Ryu, graduated
- Committee Member, Master thesis committee for Amity Saha
- Committee Member, Master thesis committee for Jieyu Shi, graduated
- Faculty Co-Advisor, HTM/CSR Career Day Board, December 2019 – present
- Lead on Castell@College event for students, Spring 2019 – present
- Faculty Co-Advisor, Student Study Abroad to Greece, May 2022
- Faculty Co-Advisor, Student Study Abroad to Ecuador, March 2022
- Faculty Co-Advisor, Student Study Abroad to Costa Rica, March 2019
- Mentor of undergraduate research assistants, Fall 2018, Spring 2019, Fall 2020, & Spring 2021
- Mentor of undergraduate honors class project, Spring 2018 & Spring 2022
- Reader of undergraduate honors research project, Spring 2018
- HTM Department Head Search Advisory Committee Member, Spring 2021 – Spring 2022
- HTM Faculty Search Committee Member, Fall 2018 – Spring 2019 & Fall 2021 – Spring 2022
- Member, Center for the Study of Lodging Operations, August 2017 – present
- Lead on Interviewing Workshop for Students, Fall 2017 & Fall 2019
- Faculty Co-Advisor, Student Study Abroad to Iceland, March 2017
- Faculty Co-Advisor, Student Trip to the annual New York Hotel Show, November 2016
- Reviewer, Arnold I. Cohen Faculty Development Endowment Award, September 2016 & September 2018
- Member, HTM Graduate Policy & Research Committee, August 2016 – present
- Member, HTM Alumni Events Committee, August 2016 – present
- Faculty Co-Advisor, Student Study Abroad to Ecuador and Peru, May 2016
- HTM faculty representative for student internship site visits in China, October 2013
- Co-Advisor, Student Study Abroad to Italy, June – July 2013
- Graduate Student Representative, HTM Strategic Alliance Counsel meeting, September 2013
- Host, Singapore Institute of Technology visiting scholars' campus visit, November 2012
- Volunteer, HTM Graduate Student Association fundraising event, November 2012
- Presenter, Student Chapter of AH&LA monthly meeting, September 2012
- New HTM masters and PhD student mentor, August 2011 – May 2014
- Co-Advisor, Student Study Abroad to Ireland, June – July 2011

University of South Florida Sarasota-Manatee

- Chair, Faculty Professional Development Committee, January 2016 – May 2016
- Member, USFSM International Education Committee, October 2015 – May 2016
- College Representative, International Certificate Program student recruiting trip to Taiwan, October 2015
- Member, College of Hospitality & Tourism Leadership Curriculum Review Committee, August 2015 – December 2015
- IRB Reviewer, College of Hospitality & Tourism Leadership, June 2015 – May 2016
- Dean Search Committee Member, College of Hospitality & Tourism Leadership, June 2015 – May 2016
- Committee Member, Master thesis committee for Nataly Suarez, graduated
- College Representative, USFSM Open House, April 2015

- Faculty Manager of Student Volunteers, Clearwater Uncorked Event, February 2015
- College Representative, Faculty Senate, January 2015 – May 2016
- College Representative, Faculty Professional Development Committee, October 2014 – May 2016
- University Representative, Florida Restaurant & Lodging Association Show, September 2014
- Faculty Co-Advisor, Hospitality Society Club, August 2014 – May 2016
- College Representative, Student Research Symposium Planning Committee, August 2014 – March 2016
- Faculty supervisor of two graduate assistants, August 2014 – May 2016
- Faculty sponsor of five Master students' final projects, August 2014 – May 2016

ACADEMY AND INDUSTRY SERVICE

- ICHRIE Annual Summer Conference 2019 Teaching Academy Panelist for “Infusing New Pedagogy into the Classroom”, July 2019
- CentralCHRIE Federation President, July 2022 – present
- CentralCHRIE Federation Vice President, July 2021 – July 2022
- ICHRIE Strategic Planning Committee member, July 2021 – July 2022
- ICHRIE Bylaws Committee member, July 2019 – July 2021
- CentralCHRIE Federation Secretary, July 2018 – July 2021
- ISTTE, May 2019 – present
- SHRM, April 2019 – March 2020
- ICHRIE Annual Summer Conference 2018 Industry Session Panelist for “The Value of Pre- and Post-Graduation Internships in Contributing to Successful Hospitality Industry Careers”, July 2018
- Journal of Human Resources in Hospitality & Tourism Assistant Editor, June 2016 – present
- Journal of Hospitality and Tourism Research Editorial Board Member, April 2021 – present
- Journal of Hospitality & Tourism Insights Editorial Board Member, July 2021 – present
- Journal of Hospitality & Tourism Insights Assistant Editor, July 2017 – July 2021
- Journal of Human Resources in Hospitality & Tourism Editorial Review Board Member, April 2015 – June 2016
- Journal of Foodservice Business Research reviewer
- Global Business and Organizational Excellence reviewer
- Tourism: An International Interdisciplinary Journal reviewer
- Current Psychology reviewer
- International Journal of Human Resources reviewer
- Anatolia reviewer
- Tourism & Hospitality Research reviewer
- Journal of Hospitality & Tourism Management reviewer
- International Journal of Contemporary Hospitality Management reviewer
- Journal of Hospitality and Tourism Technology reviewer
- Journal of Hospitality & Tourism Research reviewer
- Journal of Retailing & Consumer Services reviewer
- Cornell Hospitality Quarterly reviewer
- Journal of Hospitality & Tourism Education reviewer
- Tourism Analysis reviewer
- Journal of Quality Assurance in Hospitality & Tourism reviewer
- International Journal of Hospitality and Event Management reviewer
- Journal of Human Resources in Hospitality & Tourism reviewer
- ICHRIE Professional Development Committee member, September 2016 – present
- ICHRIE Central Federation Conference reviewer
- ICHRIE Annual Summer Conference reviewer
- APTA International Conference reviewer
- ISTTE Conference reviewer
- Graduate Student Research Conference in Hospitality and Tourism moderator

- Graduate Student Research Conference in Hospitality and Tourism reviewer
- Destination Kohler Five Star Forum Steering Committee member, May 2015 – May 2016
- HR In Hospitality Annual Conference attendee, March 2015
- Manatee County Leadership Academy trainer, January 2015 – April 2016
- ICHRIE member, 2010 - Present
- Purdue University HTM Graduate Student Association member, 2010 - 2014

GRANTS

Funded

- **Gordon, S.** (2020). Impacts of Intercultural Competence on Employees' Wellbeing: Perspectives of Hospitality and Tourism Curriculum and Professions. Funded by the Purdue Research Foundation for \$31,119.
- **Gordon, S.** (2019). Enriching Restaurant Employees' Lives: A Study of Daily Work-Family Balance. Funded by the Arnold I. Cohen Faculty Development Endowment Award for \$7,500
- **Gordon, S.** & Cai, L. (2018). Amplifying Hospitality in Continuing Care Retirement Communities. Participant in the Purdue University 150th Anniversary Day of Giving Crowdfunding campaign.
- **Gordon, S.** (2017). Employees in Independent Restaurants: How Can Managers Ensure a More Supportive Environment?. Funded by the Arnold I. Cohen Faculty Development Endowment Award for \$5,000.

Submitted

- Jung, S. **Gordon, S.**, Byrd, K. (2020). Improving Employee Well-being by Integrating Wellness into Conferences. Submitted to the Purdue University Clifford B. Kinley Trust Grant.
- Foli, K., Chiu, Y. C., & Zhang, L. , & **Gordon, S.** (2020). The Impact of Psychological Trauma on Alcohol Use in Registered Nurses. Submitted to the National Institute of Health.
- **Gordon, S.** (2019). The Impact of Workplace Bullying on Subjective Wellbeing: Perceptions of Women Hospitality Leaders. Submitted to the Purdue University Research Foundation Summer Grant through the College of Health and Human Sciences.
- **Shi, X.** & **Gordon, S.** (2019). A Daily Diary Study of Hotel Employees' Subjective Well-being and Turnover Intention. Submitted to the Society of Human Resources Management (SHRM) Foundation Dissertation Grants.
- **Gordon, S.** (2018). Employees in Independent Restaurants: How Can Managers Ensure a More Supportive Environment?. Submitted to the Purdue University Research Foundation Summer Grant through the College of Health and Human Sciences.
- Cai, L. & **Gordon, S.** (2017). A Comparative Study of Event Management and Hospitality Training Programs. Submitted to Hilton Head Island Campus, University of South Carolina Beaufort.
- **Gordon, S.** (2017). Wellness Program Components: Preferences of Hospitality Employees. Submitted to the Purdue University Research Foundation Summer Grant through the College of Health and Human Sciences.

AWARDS AND NOMINATIONS

- Innovation in Teaching Award recipient, ICHRIE, July 2021
- Favorite Faculty Member Award nominee, Purdue University, April 2021
- Highly Commended Paper Award, 2020, Journal of Hospitality and Tourism Insights
- Purdue University Teaching for Tomorrow Award, AY 2019-2020
- Arnold I. Cohen Faculty Development Endowment Award recipient, AY 2019-2020
- Winner of Best Article of the Year Award, 2019 Journal of Hospitality and Tourism Education
- Nominated for Best Poster award, 2019 CentralCHRIE Conference
- 2nd Best Paper Award recipient, 2018 Tourism Sciences Society of Korea conference
- Arnold I. Cohen Faculty Development Endowment Award recipient, AY 2017-2018
- Bruce I. Lazarus Teaching Award recipient, AY 2016-2017
- Best paper nomination, 2017 Graduate Student Research Conference in Hospitality and Tourism

- Best paper presentation award recipient, 2016 iHITA Annual Research Conference
- University of South Florida Sarasota-Manatee Excellence in Teaching nominee, 2016
- Purdue University HTM Outstanding PhD Student Award finalist, 2012
- Boston University Academic Achievement Scholarship recipient, 2004 - 2006
- Walt Disney World Performance Award recipient, April 2003 and January 2007
- University of Massachusetts at Amherst Student Employee of the Year recipient, 1996

CERTIFICATIONS

- Certification in Hotel Industry Analytics (CHIA) awarded by the American Hotel & Lodging Association (AH&LA), July 2017
- Applying the QM Rubric (APPQMR) Certificate from Quality Matters, June 2015
- Graduate Teaching Certificate from Purdue University, October 2013
- Certificate in Spanish Language Studies from Escuela Superior de Administración y Dirección de Empresas (ESADE) in Barcelona, Spain, July 2006

PROFESSIONAL EXPERIENCE

Starwood Hotels and Resorts, Boston, MA 2008 - 2010

Human Resources Manager, The Westin Copley Place

- Ownership of the recruiting, benefits administration, workers' compensation, and leave of absence processes for the 803-room hotel employing over 500 employees.

Independent Consultant, Brighton, MA 2007 - 2008

- Contracted by The Service Profit Chain Institute to manage consulting projects that enabled companies to improve their service management and customer service delivery through aligning the customer and employee experiences.
- Co-facilitated client employee focus groups to better understand their employment experience.
- Collected and analyzed data from client focus groups and made recommendations to improve employees' experiences.

Walt Disney World, Lake Buena Vista, FL 1996 - 2007

Labor Operations Division

Labor Management Specialist 2006 - 2007

- Analyzed over 379,900 weekly labor hours scheduled in all Walt Disney World resorts compared to management reports and reduced variances in reported hours from 22% to 1%.
- Streamlined over 2,000 positions for three lines of businesses in scheduling system down to 1,300.
- Analyzed Labor Service Center call volume and service level reports to ensure operation met 90% service level, and provided insight to Operations Manager on how to increase and maintain the service level.

Labor Manager / Workforce Planning Manager 2002 - 2004

- Instituted change management of scheduling process for over 500 catering employees by establishing a centralized office to produce weekly schedules for eight catering locations.
- Increased average hours scheduled per week for full-time tipped catering employees from 20 to 55 in order to ensure full-time employees were fully utilized before part-time employees, which resulted in a savings of over \$500,000.
- Implemented paycheck correction process, which reduced amount of errors by 50% and decreased correction approval time from four weeks to one week.
- Led and mentored teams of Scheduling Associates, Payroll Associates, and Personnel Coordinators.

Disney's Coronado Springs Resort

Scheduling Associate 2000 - 2002

- Reduced overage of 9,000 labor hours in the housekeeping department within three months.

- Deployed employees across Walt Disney World property leading the way for the process to be implemented in all resorts.
- Developed process to reconcile all 3rd party labor hours for the convention food & beverage team, which decreased number of irreconcilable hours from 12,663 in FY 2002 to -1,491 in FY 2003.

Disney's Yacht & Beach Club Resort

Front Desk Manager 1999 - 2000

Bell Services & Guest Services Manager 1998 - 1999

- Led and mentored employees in the front desk, bell services, concierge, and guest services departments for the 1,213-room resort with 73,000 sq. ft. of convention space.
- Scored 4.62 out of 5.0 on Leadership on the 2000 Cast Excellence Survey (annual employee survey).

Disney's Fort Wilderness Resort & Campground

Housekeeping Manager 1997 - 1998

- Led teams of housekeeping employees responsible for cleaning 409 cabins.
- Member of the team responsible for the conversion from old cabins to new cabins.

Disney's Dixie Landings Resort

Guest Services and Front Desk Hostess 1996 - 1997

- Selected by the Front Office Manager to conduct a project to ensure accurate room view descriptions in the property management system for the 2,048-room resort.
- Trained new employees on guest services and front desk procedures.

ADDITIONAL PROFESSIONAL EXPERIENCE

Appalachian Mountain Club, Boston, MA

Boston University MBA Student Consultant Fall 2005

Marriott International Inc., Bethesda, MD

International Lodging Division Human Resources Intern Summer 2005