

# CURRICULUM VITAE

(abbreviated, October 2020)

## DAN JIN, Ph.D. ABD

School of Hotel, Restaurant and Tourism Management  
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## EDUCATION

Ph.D. in Hotel, Restaurant & Tourism Management, *University of South Carolina, Columbia, SC*

M.S. in Hotel & Tourism Management, *Purdue University, West Lafayette, IN*

B.S. in Business English (ACCA concentration), *Xi'an International Studies University, Xi'an, CN*

## HONORS & AWARDS

### Teacher of the Year, Academic Year of 2018-2019

- Nominated by the School of Hotel, Restaurant, & Tourism Management for the 2019 Harry E. and Carmen S. Varney Distinguished Teacher of the Year Award.

### Winner of "Research Slam", Academic Year of 2018-2019

- College of Hospitality, Retail, & Sports Management
- Research Presentation Title: Attitude Change via Discomfort: Examining Customer Participation in Restaurant Service Reviews
- Award Amount: \$500

### Preparing Future Faculty Award, 2018

- Association of American Colleges and Universities

### College of Hospitality, Retail and Sport Management Graduate Student Travel Grants, 2017-2020

- Award Amount: \$3,200

### University of South Carolina Full Tuition Scholarship for Ph.D. Program

- School of Hotel, Restaurant, & Tourism Management
- Amount stipend for three-years: \$60,000

## RESEARCH

### Research Interest:

- Customer Journey Mapping
- Service Resilience
- Service Planning & Development
- Service Collaborative Networking
- Monitoring Organizational Silos
- Consumer Behavior Research

# RESEARCH GRANT

## External Grant:

Foodservice Consultants Society International (FCSI) Worldwide Research Grant by FCSI Educational Foundation, Louisville, KY, 2020

- **Role:** The Principal Investigator
- **Amount awarded:** \$ 5,000

## Internal Grant:

Seed Grant Program for Faculty by College of Hospitality, Retail, & Sports Management, University of South Carolina, Columbia, SC, 2018

- **Role:** Research Assistant
- **Amount awarded:** \$ 1,300

# PUBLICATIONS

## Selected Journal Articles

1. **Jin, D.**, DiPietro, R. B., & Watanabe, N. (2020). Customer online feedback with an identity versus no identity: the influence on review comments. *Journal of Hospitality & Tourism Research*, Accepted on July 30<sup>th</sup>, 2020. In Press.
2. **Jin, D.**, Kim, K., & DiPietro, R. B. (2020). Workplace incivility in restaurants: Who's the real victim? Employee deviance and customer reciprocity. *International Journal of Hospitality Management*, 86, 102459. Published online Jan. 17<sup>th</sup>, 2020.
3. **Jin, D.**, DiPietro, R. B., & Fan, A. (2019). The impact of customer controllability and service recovery type on customer satisfaction and consequent behavior intentions. *Journal of Hospitality Marketing & Management*, 1-23. Published online Apr. 24<sup>th</sup>, 2019.
4. **Jin, D.**, Nicely, A., Fan, A., & Adler, H. (2019). Joint effect of service recovery types and times on customer satisfaction in lodging. *Journal of Hospitality and Tourism Management*, 38, 149-158. Published online Feb. 4<sup>th</sup>, 2019.
5. **Jin, D** (2020). A review of joint value co-creation in hospitality service industry. *International Journal of Tourism & Hotel Business Management*, Published online on May 22<sup>th</sup>, 2020. Website: <https://www.scitcentral.com/article/46/1582/a-review-of-joint-value-co-creation-in-hospitality-service-industry->
6. Harris, K., Dipietro, R. B., Klein, J., & **Jin, D.** (2020). The Impact of Social Norms and Risk Assessment on Diners' Reaction to Food Safety Concerns in Restaurants. *Journal of Foodservice Business Research*, 1-24.
7. DiPietro, R.B., Harris, K., & **Jin, D** (2020), "Employed in the foodservice industry: likelihood of intervention with food safety threats", *International Hospitality Review*. Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/IHR-07-2020-0021>

## Book Chapter

Qiu, S. C., **Jin, D.**, & Wang, S. (2017). Impact of culture on production and delivery of hospitality products/services. In *Routledge Handbook of Hospitality Marketing* (pp. 337-347). Routledge. ISBN 13: 9781138214668. DOI: 10.4324/97811315445526-28

## CONFERENCE PRESENTATIONS

### [Refereed Conference Papers & Presentations]

1. **Jin D.** & DiPietro, R.B. (2020). How Perceived Customer Value Propositions of Different Business Logic Affects Happiness in Foodservice Operations. Stand-up presentation at 2020 Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2020.
2. **Jin D.** & DiPietro, R.B. (2020). The Effect of Service Providers' Facilitation in Service Recovery On Customer Subjective Well-Being and Customer-Brand Identification. Stand-up presentation at 2020 Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2020.
3. Ma X., **Jin D.**, & DiPietro, R.B. (2020). Service Failures, Customers' Blame Attribution, and Re-Patronage intention Related to Online Delivery Recoveries (ODP). Stand-up presentation at 2020 Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2020.
4. **Jin D.**, Clark H.B., DiPietro, R.B. (2019). Keep On Truckin': Evaluating Customers' Satisfaction and Behavioral Intentions Regarding Branded and Independent Food Trucks. Stand-up presentation at 2019 *Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, Fort Worth, TX, January 3-5, 2019.
5. **Jin D.**, DiPietro, R.B. (2019). Reconciling the Honesty of Customer Complaint Behavior: The Effect of the Presence of Others. Stand-up presentation at 2019 *Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, Fort Worth, TX, January 3-5, 2019.
6. **Jin D.**, DiPietro, R.B, Alei, Fan. (2018). The Joint Impact of Customer Participation and Service Failure Type on Service Recovery Satisfaction and Consequent Behavior Intention. Stand-up presentation at 2018 *Annual ICHRIE Conference*, Palm Springs, CA, July 15-27, 2018.
7. **Jin D.** & DiPietro, R.B. (2018). The Effect of Individual Identities on Festival Evaluations in Aruba. Stand-up presentation at 2018 *Annual ICHRIE Conference*, Palm Springs, CA, July 15-27, 2018
8. **Jin D.**, Levitt, J. & DiPietro, R.B. (2018). Caribbean Sea Jazz Festival: Customer Perceptions and Economic Impact on Aruba Tourism Development. Poster presented at the 23rd *Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism*, Fort Worth, TX, January 3-5, 2018.
9. DiPietro, R.B., **Jin, D.**, Croes, J., & Wardlaw, J.J. (2018). Attitudes and behaviors: Aruba timeshare visitors' satisfaction and behavior intentions. *EuroCHRIE 2018*, November 5-7, 2018.
10. **Jin, D.** & Nicely, A. (2016). The effect of consumer perceived fairness in service marketing. Poster session presented at the *College of Health and Human Sciences (HHS) Fall Research Day*, West Lafayette, IN.
11. **Jin, D.** & Sydnor, S. (2016). Optimizing Guest Experiences: Hospital-University Partnerships. Poster session presented at the *College of Health and Human Sciences (HHS) Fall Research Day*, West Lafayette, IN
12. **Jin, D.** (2015). Tourism can make a significant contribution to three dimensions of sustainable development. Poster session presented at the Purdue University, *College of Health and Human Sciences (HHS) Fall Research Day*, West Lafayette, IN.

13. **Jin, D.** (2015). The American economy: hotel management strategies and its implications for Chinese counterparts. Poster session presented at the Purdue University, *Fall Conference-Poster Competition*, West Lafayette, IN.

## TEACHING

### ***School of Hotel, Restaurant and Tourism Management, University of South Carolina***

#### **[Main Instructor]**

- |  |                          |
|--|--------------------------|
| • HRTM450 – Hospitality and Tourism Marketing [Face-to-Face Course]        | Spring 2021              |
| • HRTM440 – Service Management in Hospitality [Face-to-Face Course]        | Fall 2019                |
| • HRTM344 – Human Resource Management [Face-to-Face & Hybrid Course]       | Fall 2020<br>Spring 2020 |
|  | Spring 2019<br>Fall 2018 |
| • HRTM 388-Resort Development and Management [100% Online Course]          | Fall 2020<br>Spring 2021 |
| • HRTM270 – Quantity Food Production [Face-to-Face Course] [Co-instructor] | Summer 2019              |

### ***School of Hospitality and Tourism Management, Purdue University***

#### **[Teaching Assistant]**

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|--|---------------------|
| • HTM390 – China Internship Program – Study Broad                        | Fall 2016           |
| • Purdue/Indiana University Health Hospital Arnett Partnership           | Sep. 2015 May. 2017 |
| • U.S.–China Ecopartnership for Environmental Sustainability - USCEES    | Apr.2016-July.2016  |
| • Purdue University, School of Hospitality and Tourism, China Internship | Apr.2016- July.2016 |

## INDUSTRY EXPERIENCE

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|--|-------------------|
| <b>Crowne Plaza Hotel, Xi’an, CHINA</b><br>Sales and Marketing & MICE (Meetings, Incentives, Conferences, and Event) Coordinator | Aug.2013-May.2014 |
| <b>PricewaterhouseCoopers</b><br>Tax Analyst   | Aug.2014-Aug.2015 |
| <b>Purdue Union Club Hotel, West Lafayette, IN</b><br>Human Resource Generalist & Event Coordinator Intern                       | Aug.2015-May.2016 |
| <b>American Association of State Colleges and Universities Washington, DC</b><br>AASCU Project counselor                         | Aug.2016-Dec.2016 |

## PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

**Certification in ServSafe Instructor & Registered ServSafe Examination Proctor**, June 5<sup>th</sup>, 2018

- Certified by National Restaurant Association

**Certification in Level 1 Wine Sommelier**, November 6<sup>th</sup>, 2016

- Certified by the Court of Master Sommeliers, America

**Certification in Hotel Industry Analytics (CHIA)**, January 2016

- Certified by the American Hotel & Lodging Educational Institute (AHLEI) and Smith Travel Research (STR)

**Preparing Future Faculty Award (PFF)**, April 20<sup>th</sup>, 2016

- Certified by Council of Graduate Schools and the Association of American Colleges & Universities

## AFFILIATIONS & MEMBERSHIPS

Member of Eta Sigma Delta, International Hospitality Management Honor Society, 2020 - Present

Member of Hospitality Financial and Technology Professionals (HFTP), 2019 - Present

Member of National Restaurant Association (NRA), 2017-Present

Member of Travel and Tourism Research Association (TTRA), 2017- Present

## AD-HOC REVOEWER

Ad-hoc Reviewer of *International Journal of Hospitality Management*, since 2020

Ad-hoc Reviewer of *Journal of Destination Marketing and Management*, since 2020

Ad-hoc Reviewer of *Journal of Foodservice Business Research*, since 2020

Ad-hoc Reviewer of *Current Issues in Tourism*, since 2020

Ad-hoc Reviewer of *Journal of Hospitality Marketing & Management*, since 2019

Ad-hoc Reviewer of *Journal of China Tourism Research*, since 2019

Ad-hoc Reviewer of *Journal of Quality Assurance in Hospitality & Tourism*, since 2018

## COMMITTEE & ADMINISTRATIVE SERVICES

Judge for Collegiate DECA regional competition on HR & International Marketing Case Study, Spring 2020

- Collegiate DECA's Competitive Events Program

Assistant for Summer Institute Foodservice Educator, June 9-14, 2019

- National Restaurant Association Educational Foundation (NRAEF)

Evaluator for HRSM 301 practical exams, Spring 2019

- Marnie Pearce Professionalism Program

Evaluator for A Wine & Food Celebration Philharmonic, Fall 2018

- South Carolina Philharmonic

Interviewer for Purdue Executive Professional Development Program, 2015-2016

- South China University of Technology (SCUT)