

Mary Wollin Dawson, Ed.D.

Associate Dean of Academic Affairs
Eric Hilton Distinguished Chair Professor
University of Houston
Conrad N. Hilton College of Global Hospitality Leadership
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Education and Certification

- 2008 Doctor of Education Ed.D., University of Houston
Major: Educational Leadership
Emphasis: Historical, Cultural and Social Foundations
Doctoral Dissertation: “The Impact of Hospitality Education on the Organizational Cultural Fit of Managers in the Hospitality Industry”
- 1997 Certified Hospitality Educator, American Hotel and Motel Association
Education Institute
- 1995 Master of Hospitality Management M.H.M., University of Houston
- 1992 Bachelor of Science in Hotel and Restaurant Management B.S., University of Houston

Professional Experience

- 2015 to Present Associate Dean for Academic Affairs
Endowed Professor – Donald H. Hubbs Professorship
University of Houston
Conrad N. Hilton College of Global Hospitality Leadership
- 2022 to Present Professor
University of Houston
Conrad N. Hilton College of Global Hospitality Leadership
- 2014 to 2022 Associate Professor
University of Houston
Conrad N. Hilton College of Hotel and Restaurant Management
- 2008 to 2014 Assistant Professor
University of Houston
Conrad N. Hilton College of Hotel and Restaurant Management

Teaching Responsibilities: Advanced Operations Management; Food, Beverage, and Labor Controls; Hospitality Education; Hospitality Purchasing; & Restaurant Marketing

1997 to 2008 Lecturer
University of Houston
Conrad N. Hilton College of Hotel and Restaurant Management
Teaching Responsibilities: Advanced Food and Beverage Management, Food and Beverage Controls, Food and Beverage Purchasing, Introduction to Hospitality, Managing in the Service Environment, Restaurant Management, Safety and Sanitation, & Survey of the Restaurant Industry

1996 to 1997 Adjunct Professor
Houston Community College
Teaching Responsibilities: Food and Beverage Controls, Restaurant Management and Service, & Sanitation in the Hospitality Industry

Professional Industry Experience

1990 to 1996 Restaurant Manager
Pappas Restaurants, Inc.
Responsibilities: Training coordinator for all Pappadeaux concept restaurants, lead orientation and training seminars for new hires, performed staff evaluations; managed operation of kitchen and dining room of a Pappadeaux restaurant with yearly sales of over \$7 million employing a staff of 120.

1985 to 1990 General Manager,
McDonalds Restaurants, Inc.
Responsibilities: Solely responsible for restaurant management including customer service, sales, profit, personnel, and administration of store with \$1 million in annual sales; conducted local store marketing research, developed procedures to build sales, monitored for compliance with policies and standards, maintained equipment, ordered supplies, and prepared various reports.

Academic and Industry Honors

- 2021 **Best Paper Award.** Defining Wine Culture. The International CHRIE Virtual Conference
- 2019 50 in 5 Scholar University of Houston
- 2018 **Best Paper Award Finalist.** Implementation of Behavior-Based Training Can Improve Food Service Employees Hand Washing Frequencies, Duration and Effectiveness, *Cornell Hospitality Quarterly*
- 2016 Conrad N. Hilton College Alumni **Distinguished Faculty Award**
- 2012 Conrad N. Hilton College of HRM **Service Excellence Award**
- 2011 Conrad N. Hilton College of HRM **Research Excellence Award**

- 2011 **Best Paper Award.** Teaching the Concepts of Service-Quality Through a Problem-Based Learning Approach. The International CHRIE Conference. Denver, CO
- 2010 **Best Paper Award.** Does a Hospitality Manager's Multicultural Competency Relate to Job Performance? Hospitality Industry Diversity Conference. Houston, TX
- 2005 University of Houston Alumni Association **Teaching Excellence Award**
- 2003 Conrad N. Hilton College of HRM **Research Excellence Award**
- 1999 Conrad N. Hilton College of HRM **Teaching Excellence Award**
- 1999 Club Manager's Association of America **Faculty Internship**
- 1995 Conrad N. Hilton College of HRM **Dean's Award**
- 1989 Houston Area McDonalds **Outstanding Store Award**

Research Contributions

Research Interests: Organizational Culture and Climate, Diversity, Training and Education

Published Materials

Articles in Refereed Publications

Taylor, D., Russen, M., **Dawson, M.**, & Reynolds, D. (2023). Defining and Establishing a Restaurant Wine Culture. *International Journal of Contemporary Hospitality Management*. (Forthcoming)

Russen, M. & **Dawson, M.** (2023). Leadership Inclusion Theory: A grounded theory study on hotel executives. *International Journal of Contemporary Hospitality Management*. (Forthcoming)

Russen, M. and **Dawson, M.** (2023). Which Should Come First? Examining Diversity, Equity, and Inclusion. *International Journal of Contemporary Hospitality Management*. (Forthcoming)

Lee, M., Russen, M., **Dawson, M.**, & Madera, J.M. (2023). Enhancing performance and perceived justice in hospitality organizations: An integrated model of gender diversity within top management teams. *Cornell Hospitality Quarterly*, (Forthcoming)

Dawson, M., Guchait, P., Russen, M., Wang, X, & Pasamehmetoglu, A. (2023). Hospitality organizational culture: Impact on employee's job satisfaction, organizational citizenship behaviors, service recovery performance, and intention to leave, *Journal of Human Resources in Hospitality and Tourism*, 22 (3), 460-488.

Fernades-Guzzo, R., Abbott, J., Madera, J.M., & **Dawson, M.** (2022). CSR Influence on Job Pursuit Intentions: Perspectives From the Lodging Industry. *Journal of Hospitality & Tourism Research*, 50, 214-222.

Liu, Y., Draper, J., & **Dawson, M.** (2022). The relationship between work experience and career expectations: Career decision-making self-efficacy as mediator. *Journal of Hospitality & Tourism Education*, (Forthcoming)

Dawson, M., Russen, M., Lee, M., & Madera, J.M. (2021). The Unique Aesthetics of Organizational Climate that Contribute to the Prevalence of Sexual Harassment Incidents within the Restaurant Industry. *Journal of Food and Beverage Research*. (Forthcoming)

Russen, M., **Dawson, M.**, & Madera, J.M. (2021). Gender diversity in hospitality and tourism top management teams: A systematic review of the last 10 years. *International Journal of Hospitality Management*. (Forthcoming)

Jolly, P., McDowell, C., **Dawson, M.**, & Abbott, J. (2021). Pay and benefit satisfaction, perceived organizational support, and turnover intentions: The moderating role of job variety. *International Journal of Hospitality Management*. (Forthcoming).

Russen, M., **Dawson, M.**, & Madera, J.M. (2021). Gender discrimination and perceived fairness in the promotion process of hotel employee. *International Journal of Contemporary Hospitality Management*, 33(1), 327-345.

Dawson, M., DeFranco, A., & Draper, J. (2020). Are all student evaluation scores created equally? Identifying factors that hospitality administrators should consider when assessing student feedback. *Journal of Hospitality, Leisure, Sport, & Tourism Education*. (Forthcoming)

Dawson, M. (2020). What Do Our Hospitality Students Want? An Examination of Written Comments from Teaching Evaluations. *Journal of Hospitality & Tourism Education*, 32(3), 186-192.

Dawson, M., Guchait, P., & Madera, J. M. (2020). Organizational Characteristics and Personal Values that Define Club Management Culture. *International Journal of Hospitality & Tourism Administration*, 21(3), 265-286.

Madera, J.M., Lee, L., & **Dawson, M.** (2019). Sexual harassment and sexual assault training: Consider the industry. *Industrial and Organizational Psychology*, 12(1), 96-99.

Madera, J. M., Guchait, P., & **Dawson, M.** (2018). Managers' Reactions to Customer vs Coworker Sexual Harassment. *International Journal of Contemporary Hospitality Management*, 30(2), 1211-1227.

Yu, H., Neal, J. A., **Dawson, M.**, & Madera, J. M. (2018). Implementation of Behavior-Based Training Can Improve Food Service Employees Hand Washing Frequencies, Duration and Effectiveness. *Cornell Hospitality Quarterly*, 59(1), 70-77. (Finalist for Best Paper Award)

Madera, J. M., **Dawson, M.**, & Neal, J. A. (2018). Why investing in Diversity Management Matters: Organizational Attraction and P-O fit. *Journal of Hospitality & Tourism Research*, 42(6), 1931-1959.

- Morosan, C., **Dawson, M.**, & Whalen, E. (2017). Using active learning activities to increase student outcomes in an information technology course. *Journal of Hospitality & Tourism Education*, 29(4), 147-157.
- Madera, J. M., **Dawson, M.**, Guchait, P., & Belarmino, A. (2017). Strategic Human Resources Management Research in Hospitality and Tourism: A Review of Current Literature and Suggestions for the Future. *International Journal of Contemporary Hospitality Management*, 29(1), 48-67.
- Madera, J. M., **Dawson, M.**, & Neal, J. A. (2017). Managers' Psychological Diversity Climate and Fairness: The Utility and Importance of Diversity Management. *Journal of Human Resources in Hospitality and Tourism*, 16(3), 288-307.
- Guchait, P., Abbott, J., Madera, J. M., & **Dawson, M.** (2016). Perceived Forgiveness Climate in Hospitality Organizations Drives Employee Attitudes and Behaviors: A Two-Study Replication. *Cornell Hospitality Quarterly*, 57(4), 379-395.
- Madera, J. M., **Dawson, M.**, & Guchait, P. (2016). Psychological diversity climate: Justice, racioethnic minority status, and job satisfaction. *International Journal of Contemporary Hospitality Management*, 28(11), 2514-2532.
- Guchait, P., Madera, J. M., **Dawson, M.** (2016). Learning in the service environment: The influence of diversity climate. *Journal of Service Theory and Practice*, 26(4), 448-470.
- Guchait, P., Paşamehmetoğlu, A., & **Dawson, M.** (2014). Perceived supervisor and co-worker support for error management: Impact on perceived psychological safety and service recovery performance. *International Journal of Hospitality Management*, 41(2014), 28-37.
- Madera, J. M., **Dawson, M.**, & Neal, J. A. (2014). Managing language barriers in the workplace: The roles of job demands and resources on turnover intentions. *International Journal of Hospitality Management*, 42, 117-125.
- Dawson, M.** (2014) Preparing Students to Fit Within the Hospitality Industry Culture: Does the Educational Background Make a Difference. *Journal of Teaching for Travel and Tourism*, 14(1), 53-68.
- Neal, J. A. & **Dawson, M.** (2014). Outbreak at Mulligan Oaks: A Logical Approach to Discovering Food Safety Attributes. *Journal of Hospitality & Tourism Cases*, 3(3), 16-20.
- Dawson, M.**, Madera, J. M., Neal, J. A., & Chen, J. (2014). The Influence of Hotel Communication Practices on Managers' Communication Satisfaction with Limited English-Speaking Employees. *Journal of Hospitality & Tourism Research*, 38(4), 546-561.
- Madera, J. M., **Dawson, M.**, & Neal, J. A. (2013). Hotel Managers' Perceived Diversity Climate and Job Satisfaction: The Mediating Effects of Role Ambiguity and Conflict. *International Journal of Hospitality Management*, 35, 28-34.

Madera, J. M., **Dawson, M.**, Neal, J. A. & Busch, K. (2013). Breaking a communication barrier: The effect of visual aids in food preparation on job attitudes and performance. *Journal of Hospitality and Tourism Research*, 37(2) 262-280.

Madera, J. M., **Dawson, M.**, & Neal, J. A. (2012). The effect of knowing a second language and experience working with non-English speakers on job performance. *International Journal of Hospitality Management*, 31(4), 1083-1089.

Dawson, M., & Titz, K. (2012). Problem-based learning as a strategy to teach service quality: An assessment of on-line reviews. *Journal of Hospitality & Tourism Education*, 24(2-3), 67-72.

Neal, J. A., **Dawson, M.**, & Madera, J. M. (2012). Food Safety for a Diverse Workforce, one size does not fit all. *Agricultural, Food and Analytical Bacteriology*, 2(4), 46-55.

Neal, J. A., **Dawson, M.**, & Madera, J. M. (2011). Identifying food safety concerns when communication barriers exist. *Journal of Food Science Education*, 10(4), 36-44.

Dawson, M., Abbott, J., & Shoemaker, S. (2011). Hospitality Culture Scale: a measure of organizational culture and personal attributes. *International Journal of Hospitality Management*, 30(2), 290-300.

Dawson, M., Baker, K. L., Chang, W., Hoey, A. J., Purdy, R., Saxenian, B., Smith, R., & Thomas, K. (2011). Marketing Strategies for the Sandwich Solution: Gaining Competitive Advantage through Social Networking. *Journal of Hospitality & Tourism Cases*, 1(1), 43-51.

Dawson, M., Madera, J. M., & Neal, J. A. (2011). Managing a bilingual workforce: Effective communication strategies for hospitality managers. *Worldwide Hospitality and Tourism Themes*, 3(4), 319-334.

Neal, J. A., **Dawson, M.**, & Madera, J. M. (2011). Teaching Students to Identify Food Safety Communication Barriers among Multicultural Workers, *Journal of Food Science Education*, 10, 36-44.

Dawson, M., Neal, J. A., & Madera, J. M. (2011). Preparing Hospitality and Tourism Students to Lead a Diverse Workforce, *Journal of Teaching for Travel and Tourism*, 11(2), 195-210.

Draper, J., **Dawson, M.**, & Casey, E. (2011). An Exploratory Study of the Importance of Sustainable Practices in the Meeting and Convention Site Selection Process. *Journal of Convention & Event Tourism*, 12(3), 153-178.

Dawson, M. & Abbott, J. (2011). Hospitality Culture and Climate: Keys to Retaining Hospitality Employees and Creating Competitive Advantage. *International Journal of Hospitality and Tourism Administration*, 12(4), 1-16.

Madera, J. M., Neal, J. A., & **Dawson, M.** (2011). A Strategy for Diversity Training: Focusing on Empathy in the Workplace. *Journal of Hospitality and Tourism Research*, 35(4), 469-487.

Shoemaker, S., **Dawson, M.**, & Johnson, W. (2005). How to increase menu prices without alienating your customers. *International Journal of Contemporary Hospitality Management*, 17(7), 553-568. Emerald Literati Network, **Highly Commended Award**

Titz, K., **Wollin, M.**, DeFranco, A., & Chernish, W. (2003). The Application and Usefulness of the Internet for Cooperative Learning Experiences. *The Consortium Journal of Hospitality and Tourism*, 7(1).

Titz, K. & **Wollin, M.** (2002). Consensus Building as a Change Strategy for Experiential Learning at the Conrad N. Hilton College Hilton Hotel. *Journal of Hospitality & Tourism Education*, 14(2), 31-37. **Emerald Management Review Citation of Excellence (for practical implications and originality)**

Wollin, M. & Gravas, S. (2001). A Proposed Curriculum and Articulation Model for Two-Year Degree Programs in Culinary Arts. *Journal of Hospitality & Tourism Education*, 13(2), 47-54.

Book Chapter

Russen, M. & **Dawson, M.** (2023). Gender diversity in hospitality to the Routledge Handbook of Diversity, Equity, and Inclusion Management in the Hospitality Industry.

Articles in Non-Refereed Publications

Russen, M. & **Dawson, M.** (2021). The value of promoting women into management. Hotels (HOTELSMag.com), February 1.

Dawson, M. (2017). Discovering the skills necessary to succeed within the hospitality industry. CHRIE Communique, January, 6.

Neal, J. A., Crandall, P. G., **Dawson, M.**, & Madera, J. M. (2015). Food safety and language barriers on the food processing line. *Food Safety Magazine*, February/March, 21-25.

Dawson, M. (Autumn, 2010). A Walk In Diverse Shoes: Studying Human Relations and Communications in the Kitchen. Chef Educator Today Digital Edition, 29–31.

Wollin, M. (2000). 1999 Club Foundation Faculty Intern Reports on Experience. *Club Management*, 79(6).

Barth, S. & **Wollin, M.** (1996). Housekeeping Teams Work. *Executive Housekeeping Today*, July, pp. 10-12.

Refereed Presentations

Russen, M. **Dawson, M.** & Madera, J. (2023). Think Leader, Think Man? The role of implicit bias in hotel promotions. The International CHRIE Conference, Phoenix, AZ, July 2023.

Russen, M., **Dawson, M.**, Kitterlin-Lynch, M., Madera, J., & Abbott, J. (2023). Developing a Framework for Leadership Inclusion in Hospitality. West Federation ICHRIE Conference, Las Vegas, NV, February 2023.

Russen, M., **Dawson, M.**, & Legendre, T. (2022). Stereotypical Assumptions in Hospitality Leadership: The role of masculine and feminine gender enactment at work. 27th Annual Graduate Student Conference in Hospitality and Tourism, Houston, TX, January 2022.

Russen, M. & **Dawson, M.** (2021). Developing a Societal Theory for Inclusion within Hospitality Top Management Teams. The International CHRIE Conference, Virtual Conference, July 2021.

Russen, M., **Dawson, M.**, Taylor, C., & Reynolds, D. (2021). Defining Wine Culture. The International CHRIE Conference, Virtual Conference, July 2021. *Best Paper Award*

Russen, M. & Lee, M., **Dawson, M.** & Madera, J. (2021). The impact of gender diverse top management team on financial performance: A resource-based view of the restaurant industry. 26th Annual Graduate Student Conference in Hospitality and Tourism, Houston, TX, January 2021.

Russen, M. & **Dawson, M.**, Guchait, P., & Paşamehmetoğlu, A (2020). Hospitality Organizational Culture: The Impact on an Employee's Job Satisfaction, Organizational Citizenship Behaviors, Service Recovery Performance, and Intention to Leave. The International CHRIE Conference, Phoenix, AZ, July 2020.

Liu, Y., Draper, J., & **Dawson, M.** (2019). The Emphasis on Hospitality Education and Work Experience upon Career Self-efficacy: A Comparison of Hospitality Students. The International CHRIE Conference, Phoenix, AZ, July 2020.

Russen, M. & **Dawson, M.** (2020). Identifying Organizational Cultural Differences Between Independent and Chain Restaurants. 25th Annual Graduate Student Conference in Hospitality and Tourism. Las Vegas, NV, January 2020.

Liu, Y., Draper, J., & **Dawson, M.** (2019). Poster Presentation. What is in a Name? Does the Title of the Degree Influence Student's Attraction, Recruiting, and Industry Participation? The International CHRIE Conference, New Orleans, LA, July 2019.

Dawson, M., Madera, J.M., & Lee, L. (2019). The hospitality industry's organizational culture aesthetics that should be considering during sexual harassment training. APacCHRIE, Hong Kong, China, May 2019.

Liu, Y., Draper, J., & **Dawson, M.** (2019). Poster Presentation. Careers in Event Management: A comparison of hospitality students. 24th Annual Graduate Student Conference in Hospitality and Tourism, Houston, TX, January 2019.

Dawson, M. (2018). What do our hospitality students want? An examination of student comments on teaching evaluations, EUROCHRIE, Dublin, Ireland, November 2018.

Fernandes, A., Jamieson, A, Madera, J.M., **Dawson, M.**, Neal, J., & Hernandez, D.C. (2017). Poster Presentation. Hands on Learning: Designing a vegetable garden for the Hilton College of Hotel and Restaurant Management. University of Houston Undergraduate Research Day, Houston, TX, October 2017.

Titz, K. & **Dawson, M.** (2017). Model for Student Authored Case Studies. The International CHRIE Conference, Baltimore, MD, July 2017.

Dawson, M., Guchait, P., & Madera, J. M. (2017). Organizational Characteristics and Personal Values that Define Club Management Culture. APacCHRIE, Bali, Indonesia, June 2017.

Guchait, P. & **Dawson, M.** (2016). Error management culture and work engagement: A two study replication. EUROCHRIE, Budapest, Hungary, October 2016.

Guchait, P. & **Dawson, M.** (2016). Influence of Error Management Culture on Hotel Performance, Management-team Performance and Creativity. EUROCHRIE, Budapest, Hungary, October 2016.

Morosan, C., **Dawson, M.**, & Whalen, E. (2016). Utilizing Active Learning to Increase Critical Thinking in an Information Technology Course. ICHRIE, Dallas, Texas, July 2016.

Madera, J. M., **Dawson, M.**, & Neal, J. A. (2015). Why Investing in Diversity Management Matters: Organizational attraction and P-O Fit. The International CHRIE Conference. Orlando, FL, July 2015.

Guchait, P., Abbott, J., Madera, J. M., & **Dawson, M.** (2015). Forgiveness is a Many Splendid Thing: Forgiveness climate's effect on employee attitudes and behaviors. The International CHRIE Conference, Orlando, FL, July 2015.

Dawson, M. & Guchait P. (2014). Poster Presentation. Defining Club Manager Culture. The International CHRIE Conference, San Diego, CA, July 2014.

Madera, J. M., **Dawson, M.**, & Neal, J. A. (2014). Poster Presentation. Managers' Perceived Diversity Climate and Organizational Fairness: The Mediating Role of Perceived Utility. The International CHRIE Conference, San Diego, CA, July 2014.

Morosan, C. & **Dawson, M.** (2014). Symposia. A Technology-based Approach to Active Learning in Hospitality Education. The International CHRIE Conference, San Diego, CA, July 2014. Li, X. & **Dawson, M.** (2014). The Relationship of Internal Service Quality and Employee Satisfaction in the Hotel Industry. 19th Annual Graduate Student Conference in Hospitality and Tourism, Houston, TX, January 2014.

Dawson, M., Hua, N., & Abbott, J. (2013). Poster Presentation. Matching Personal Attributes with Job Function within the Hotel Industry. The International CHRIE Conference, St. Louis, MO, July 2013.

Hoey, A. J. & **Dawson, M.** (2013). Poster Presentation. Communication Preferences of Private Club Members Based on Generational Differences. 18th Annual Graduate Student Conference in Hospitality and Tourism, Seattle, WA, January 2013.

Dawson, M., Abbott, J., & Neal, J. A. (2012). Symposia. Developing a Research Culture: Creating an Agraphia Group. The International CHRIE Conference, Providence, R.I., July 2012.

Madera, J. M., **Dawson, M.**, & Neal, J. A. (2012). Poster Presentation. Managers' Communication Satisfaction in a Multi-Cultural Environment: The role of language barriers, organizational practices, and organizational attributes. The International CHRIE Conference, Providence, R.I., July 2012.

Kim, M. J. & **Dawson, M.** (2012). Poster Presentation. Using Problem Based Learning (PBL) to Improve Hospitality Students' Math Performance. 17th Annual Graduate Student Conference in Hospitality and Tourism, Auburn, AL, January 2012.

Li, X. & **Dawson, M.** (2012). Poster Presentation. The Relationship of Internal Service Quality and Employee Satisfaction. 17th Annual Graduate Student Conference in Hospitality and Tourism, Auburn, AL, January 2012.

Dawson, M. & Titz, K. (2011). Teaching the Concepts of Service-Quality Through a Problem-Based Learning Approach. The International CHRIE Conference. Denver, CO, July 2011. *Best Paper Award*

Titz, K. & **Dawson, M.** (2011). The Efficacy of Servqual Constructs to Code Online Hotel Guest Reviews: A content analysis. The International CHRIE Conference, Denver, CO, July 2011.

Madera, J. M., **Dawson, M.**, & Neal, J. A. (2010). Does a Hospitality Manager's Multi-cultural Competency Relate to Job Performance? HIDI Best Practices and Research Initiatives Conference, Houston, TX. September 2010. *Best Paper Award*

Casey, E. & **Dawson, M.** (2010). Poster Presentation. Sustainability in the Conference and Convention Sector of the Hospitality Industry. 15th Annual Graduate Student Conference in Hospitality and Tourism, Washington, D.C., January, 2010.

Dawson, M., Neal, J. A., & Madera, J. M. (2010). Preparing Hospitality and Tourism Students to Lead a Diverse Workforce. The International CHRIE Conference, San Juan, Puerto Rico, July 2010. **Dawson, M.** & Abbott, J. (2009). Hospitality Culture and Climate: Keys to Retaining Hospitality Employees and Creating Competitive Advantage. The International CHRIE Conference, San Francisco, CA, August 2009.

Titz, K. & **Wollin, M.** (2001). Consensus Building as a Change Strategy for Experiential Learning at the Conrad N. Hilton College Hilton Hotel. The International CHRIE Conference, Toronto, Canada, August 2001.

Titz, K., Chernish, W., Defranco, A., & **Wollin, M.** (2000). A Pilot Study to Develop a Web Based Experiential Learning Model. Reunion 2000: Our Past, Our Future: The International Society of Travel and Tourism Educators Annual Conference, Tampa, Florida, October 2000.

Wollin, M. (2000). Discovery Frequency of Class Participation Among a Diverse Population. Poster Presentation. Advances in Hospitality and Tourism Research: Graduate Education and Graduate Studies Research Conference at the University Hilton Hotel and Conference Center, University of Houston, Texas; January 2000.

Wollin, M. & Barth, S. (1996). The Pairing of Employees to Improve Housekeeping Results. Graduate Education and Graduate Studies Research Conference at the University Hilton Hotel and Conference Center; University of Houston, Texas; January 1996.

Non-Refereed Presentations

Dawson, M., Douglas, A., Ghiselli, R., & Parsa, H. (2021). Get Your Next Job: Tips and Tools to Stand Out! Western Federation CHRIE Conference, Virtual, February 2021.

Dawson, M. (2021). Organizational Culture and Climate (Virtual Presentation), International Business in Hospitality Management Pamplin College of Business Virginia Tech, Blacksburg, VA. February 2021.

Dawson, M., Wang, D., Uglow, T., & Hertzman, J. (2020). Teaching Strategies for Successful Student Engagement and the Role of Technology in the Classroom. 25th Annual Graduate Student Conference in Hospitality and Tourism, Las Vegas, NV, January 2020.

Dawson, M. (2018, 2019). Franchise Systems, Restaurant Entrepreneurship Certificate Program. Houston, TX, November 2018, July 2019.

Dawson, M. & Madera, J. (2017- 2020). Leading a Diverse Workforce. Texas Hotel & Lodging Association (TH&LA) Short Course, Houston, TX, January 2017-2019.

Dawson, M. (2017). Effective Teaching Strategies, Global Hospitality & Tourism Conference. Cheongju, South Korea. **Keynote Speaker**, May 2017.

Dawson, M., Cronin, J., King, B., & Lee, I. (2017). University and Industry Partnerships. Global Tourism and Hospitality Conference, Hong Kong, China, June 2017.

Dawson, M. (2016). What do student expect? Information we can learn from teaching evaluations, Teaching Career Academy. The International CHRIE Conference, Dallas, TX, July 2016.

Dawson, M. (2015). Global Food and Beverage Management, Kangwon Land Executive Team. Houston, TX, November 2015.

Dawson, M. (2014). Menu Analysis, Club Managers of America Association. Houston, TX, November, 2014.

Dawson, M. (2014). What Should I Consider When Designing and Teaching a Service Learning Course. Teaching Career Academy, The International CHRIE Conference, San Diego, CA, July 2014.

Dawson, M. (2013). Food and Beverage Analysis, Hard Rock Hotel & Casino Executive Training. Houston, TX, July 2013.

Dawson, M. (2013). Service Styles-From Family to Fine Dining. Exxon Resort Managers, Houston, TX, May 2013.

Dawson, M. (2012). Diversity in the Hospitality Industry. CMAA BMI, Houston, TX, November 2012.

Dawson, M. (2012). Menu Analysis. CMAA BMI, Houston, TX, November 2012.

Dawson, M. (2011). Hospitality Purchasing and Cost Controls. Chinese Hotel Manager Executive Education Program, Houston, TX, October 2011.

Dawson, M., Neal, J., Madera, J.M. (2011). Leading a Diverse Workforce. Texas Hotel & Lodging Association (TH&LA) Short Course, Houston, TX, January 2011.

Neal, J. A., **Dawson, M.,** and Madera, J. M. (2010) Food Safety for a Diverse Workforce; One Size Does Not Fit All. 2nd Annual Arkansas Association of Food Protection Conference, Springdale, AR, September 2010.

Madera, J. M., Neal, J. A., & **Dawson, M.** (2009) A Strategy for Diversity Training: Focusing on Empathy in the Workplace. HIDI Best Practices and Research Initiatives Conference. Houston, TX. June 2009.

Dawson, M. (2008) Food and Beverage Strategies. Texas Hotel and Lodging Association, Houston, TX, January 2008.

Wollin, M. (1999) Restaurant Management College Laboratories. First Pan-American Conference: Latin American Tourism in Next Millennium: Education, Investment, and Sustainability. Panama City, Panama, May, 1999.

Grant Activities

CDC Grant (Co-PI; \$962,500) – "The Creation of an Educational Toolkit Designed to Reduce Foodborne Illness Risk Factors in Small Restaurants, High Risk Meat Markets, Flea Markets,

and Mobile Food Establishments," (2016-2021) with Jack A. Neal (PI), **Mary Dawson** (Co-PI), Juan Madera (Co-PI), Harris County (PI), the City of Houston and the City of Pasadena (PI).

From Internships to Careers: Developing Hispanic Students through a USDA Ambassador Program, United States Department of Agriculture - (2016) Award \$248,116 Principal investigator: Juan Madera, Co-Directors: Jack A. Neal, **Mary Dawson**, and Daphne Hernandez

Developing the Next Generation of Food Safety Leaders, United States Department of Agriculture- (2013) Award \$241,849 Principal investigator: Jay Neal, Co-Director: **Mary Dawson**, Juan Madera, Maya Durnovo, Joseph Kolenda

Faculty Development Initiative Program- University of Houston (2013) Award \$26,047 Co-investigators: **Mary Dawson** and Cristian Morosan

Club Foundation Faculty Research Grant- Club Managers of America Association (2011) Award \$1,725 Principal Investigator: **Mary Dawson**

Faculty Development Initiative Program- University of Houston (2010) Award \$22,420 Co-investigators: **Mary Dawson**, Jay Neal and Juan Madera

Hospitality Industry Diversity Institute Grant- University of Houston (2010): Award \$3,550 Co-investigators: **Mary Dawson**, Jay Neal and Juan Madera

New Faculty Research Grant- University of Houston (2008): Award \$6,000 Principal Investigator: **Mary Dawson**

Houston Restaurant Wage and Salary Survey- Greater Houston Restaurant Association (2000). Award \$2500 Co-investigators: **Mary Dawson** and Karl Titz

Other Scholarship

Dawson, M. (2009). *Instructor's Manual: Welcome to Hospitality...an Introduction. 3rd Edition.* Chon, K., & Sparrowe, Delmar Thomson Learning, Albany, NY.

Wollin, M. (2004). *Instructor's Manual: Introduction to Hospitality Management.* Walker, J. Prentice Hall, Upper Saddle River, NJ.

Wollin, M. (2000). *Instructor's Manual: Welcome to Hospitality...an Introduction. 2nd Edition.* Chon, K., & Sparrowe, Delmar Thomson Learning, Albany, NY.

Wollin, M. (2000). Publications in Review: Working at Play: A History of Vacations in the United States. By Cindy S. Aron. *Journal of Hospitality & Tourism Research*, 24(1), 104-106.

Editorial Responsibilities

Editorial Board Member, Cornell Hospitality Quarterly	2020-present
Editorial Board Member, International Journal of Contemporary Hospitality Management	2020-present
Editorial Advisory Board, Journal of Hospitality and Tourism Insights	2017-present
Editorial Board Member, Journal of Teaching in Travel & Tourism	2013-present
Editorial Board Member, Journal of Hospitality and Tourism Education	2012-present

Service Activities

Dissertations/Graduate Student Thesis/Professional Papers

Russen, M. (2022). Increasing gender equity in top management teams of hospitality organizations. Dissertation Committee Chair.

Black, K. (2022). A qualitative study of the retirement crisis in the restaurant industry. Professional Paper Chair.

Popa, I. (2021). The effects of COVID-19 on employee attitudes towards the hospitality industry. Thesis Committee Member.

Acosta, K. (2021). Development of an online food safety training toolkit (FoSTT) to enhance low literacy food handlers' exam competence. Dissertation Committee Member.

Guzzo, R. (2019). CSR and Employee's Attitudes and Behaviors: A lodging industry perspective. Dissertation Committee Member.

Lee, L. (2019). Perspective Taking as an Intervention for Employee Emotional Labor: A Training and Development Approach. Dissertation Committee Member.

Stefano, L. (2018). Training and Development Impact on Employees. Professional Paper Chair.

Sepulvado, J. (2016). Do Service Standards Translate to Firm Performance. Professional Paper Chair.

Kirkwood, K. (2015). Hotel Guest Room Training for a Cleaner and Healthier Hotel Room Environment. Thesis Committee Member.

Yu, H. (2015). Behavior-Based Handwashing Training, Thesis Committee Member.

Irataliana, M. (2015). Hospitality Online Training: Examining the Relationship between Connectedness, Gender, and Generations. Professional Paper Chair.

McCelland, B. (2014). Improving Student Engagement, Critical Thinking Skills, and Communication Skills through the Use of In Class Technology Applications. Thesis Chair.

Pena, D. (2014). Investigating the Mediating Role of Self-Efficacy on Job Satisfaction for Catering Employees. Professional Paper Chair.

Hoey, A. J. (2013). Communication Preferences of Private Club Members Based on Generational Differences, Professional Paper Chair.

Li, X. (2012). The Relationship of Internal Service Quality and Employee Satisfaction, Professional Paper Chair.

Pereria, C. (2012). Job Satisfaction of Fine Dining Restaurant Employees: A comparative study between front and back of house employees, Professional Paper Chair.

Griffin, S. (2011). The Relationship of Personality Traits to Tenure in Private Club Management, Professional Paper Chair.

Kim, M. J. (2011). A Study of Mathematics Anxiety Reduction Strategies for Hospitality Students, Thesis Chair.

Lawless, S. (2010). Investigation into the Service Predisposition of Food and Beverage Employees in Fine Dining Restaurants and Private Clubs, Professional Paper Chair.

Ozby, B. (2010). Cougar Grounds Cougar Cubs Training Manual, Professional Paper Chair.

Smith, J. (2010). How Experiential Learning Activities in a Hospitality Program Affects Perceived Job Preparedness and Alumni Loyalty, Professional Paper Chair.

Casey, E. (2009). Sustainability in the Conference and Convention Sector of the Hospitality Industry: Determining what sustainability attributes play a role in site Selection, Professional Paper Chair.

Affiliations

International Council on Hotels, Restaurants, and Institutional Education Member 2005 to present
Faculty Advisor Eta Sigma Delta
Lone Star Chapter Club Managers Association of America
Faculty Advisor of Club Managers Association of America Cougar Chapter
Hospitality Classic Golf Tournament Executive Directors Board
Executive Director of Service for Gourmet Night
Texas Restaurant Association Member