

The Vita of
KIMBERLY J. HARRIS, Ed. D.
Professor
Dedman School of Hospitality, College of Business
Florida State University
288 Champions Way, UCB 4112
PO Box 3062541
Tallahassee, Florida 32306-2541

Education

Virginia Polytechnic Institute and State University, Fall 1990, Ed. D.

Vocational and Technical Education

Dissertation: *Interactive Video in the Hospitality Industry*. A Comparative Analysis of Corporate Training Methods Using ANOVA, Regression Analysis, and Kruskal-Wallis for Non-Parametric Data. Dissertation project included an interactive video funded by Marriott International Incorporated.

Morehead State University, Spring 1983, M.S.

Vocational Home Economics

Emphasis: Foodservice Administration

Graduated with Honors (GPA 3.8), *Outstanding Graduate Student Award*

Morehead State University, Fall 1981, B.S.

Magna Cum Laude (GPA 3.8), Phi Kappa Phi Honor Society

Emphasis: Foodservice Administration, Home Economics

Minor: Radio and Television (Communications)

Work Experience

Education

1990-Present Professor, Florida State University, 2006-Present

Associate Professor, Florida State University, 1996-2006

Assistant Professor, Florida State University, 1990-1996

College of Business, Dedman School of Hospitality

Teaching and Research Awards

2011 Distinguished Teacher Award, *Nominee*
2010 Letter of Teaching Excellence, Provost's Recognition
2009 Nominated, Integrity and Inspire Award, National Society of Collegiate Scholars
2007 Nominated, University Teaching Award (ineligible due to 2005 award)
2005 University Teaching Award (\$2,000 Award)
2005 Emerald Excellence in Research Award (International)
2004 University Merit Award, College of Business, Florida State University
2004 Office of Distributed and Distance Learning Grant (2 courses)
2003 Emerald Management Review Research Award (International)
2002 Named, Among Top 85 Most Prolific Researchers in Hospitality

2002 Named, Among Top 100 Researchers in Hospitality
1996 Teaching Incentive Award (TIP) for Teaching Excellence, 1996
1993 Nominated, Advisor of the Year
1989 Letter of Excellence in Teaching
1983 Outstanding Graduate Student Award

Courses Taught:

International Protocol and Service, Introduction to Hospitality, Careers in Hospitality, Resort Operations, Managing Service Organizations, Technology in the Hospitality Industry, Advanced Food and Beverage Operations for Business, Hospitality Management Internship, Human Resource Management, Cost Control Systems in Hospitality Operations, Etiquette for Men and Women in Business, Property Management and Food Safety & Sanitation, Food Safety and Sanitation, Quantity Food Production (includes lab and management of supervising Chefs), Introduction to Food and Beverage Management, Advanced Food and Beverage Operations, Introduction to Hospitality Management and Tourism, Hospitality Careers, For-Profit Food Production (Requested DIS), Mastering Cost controls for Food Production Labs (Requested Internship Course), Managerial Behavior in Hospitality Operations, Hospitality Services Marketing & Research, Modeling for Hospitality Industry Software Design (Masters level DIS), Interactive Program Design (Masters level DIS).

Redesigned F&B courses to integrate students in the a la carte production facilities with ClubCorp, Inc. Designed teaching laboratory for food and beverage courses now under consideration for build-out.. Teach courses, when available, in summer months and during the academic year as an overload at FSU's satellite campus in Panama City Beach, Florida.

Faculty Graduate Teaching and Research Status since 1992.

Currently supervise two Chef Instructors and twenty-two lab assistants teaching 10 labs per week, multiple times per day, in our food production facility. Oversee food and facilities budget and have proposed a new \$5 million dollar production facility, creating the design and equipment needs for Florida State University's Dedman School of Hospitality.

List of Courses Developed/Redesigned:

International Protocol and Services Management
 Advanced Food and Beverage Management
 Developed Resort Operations Course, Florida State University
 Developed Proposal for HAD Program to be located at the Panama City Campus, Track in Resort and Community Operations
 Hospitality Administration Internship Program, Florida State University
 Etiquette and Business Protocol, University Wide
 Technology in Hospitality Management, Florida State University
 Quantity Food Production Management, Florida State University, redesign
 Quantity Food Production Management and Laboratory (Eastern KY University, James Madison University, Virginia Polytechnic and State University, redesigns)

International Student Exchange Program, Beijing, China (James Madison University)

French Gastronomy in conjunction with David Ley, Paris, France, (James Madison University)

Advisor:

National Society of Minorities in Hospitality, Student Chapter (2006-Present)

Former Advisor, FSU Flying Club

Leave Awarded:

Research Sabbatical (2007-2008)

Research Leave: Spring 2004 (Marriott Corporation Research Assignment, Dept. of Human Resources: Return on Investment and Metrics Project)

**2006-2007 Shawnee State University, Community Outreach Instructor
Portsmouth, Ohio**

Delivered courses in food safety, food safety certification.

1994-Present Certified National Restaurant Association ServSafe Trainer

Certified in the Following Courses: Food Safety and Sanitation (SERVSAFE) and Hazard Analysis and Critical Control Point Management (HACCP). Train both students at the university and local restaurant business managers in the specifics of food safety and hazard analysis management for food safety.

1996-2001 Internship Coordinator, International

Responsibilities Included: Coordinator must obtain international placements for the students in the hospitality administration department. Positions are available for FSU students in Switzerland, England, Spain, Scotland, Ireland, Greece, Australia, Brussels, Egypt, Germany, Austria, Sweden, Italy, and France.

1990-2001 Internship Coordinator, Domestic

Responsibilities Included: Developed program. Also instituted Internship Workbook Project which is both a research and logging of data exercise coordinated with the hosting property and the instructor. Acquire hosting property contracts and placements throughout the United States, including Panama, Hawaii, Alaska, and The Florida Keys. Developed the departmental annual event, *Internship Kickoff*, which hosts approximately 50 companies recruiting interns for summer, fall, and spring positions. Event exposes students to prospective employers in a formal and informal setting. Students attend an informal mixer followed by a series of interviews requiring them to present a resume, letters of recommendation, and academic portfolios of work performed in class.

1999-2000 The Harris Institute: Owner/Designer

Supplied interactive training program scripting design work to restaurant and hotel companies.

- 1995-1998** **'Eatz' Food and Beverage Project Training Coordinator and Grant Director**
Responsibilities Included: Responsible for the development, delivery, and management of training programs for foodservice managers employed by the state of Florida Division of Blind Services, Department of Labor. Proposed Academy of Foodservice (*Eatz Academy*) for Vision-Impaired. Academy offers education for the vision-impaired employed by the Division of Blind Services for the State of Florida in both business and commercial foodservice operations. Academy offers counseling, rehabilitative services, and job training. Students completing the Academy are also required to complete a semester long supervised internship before acquiring a certificate from the Academy. The program is endorsed at state and federal levels. Also offer train-the-trainer programs for Regional Sales Managers, Customer Service Specialists, and Administrative Staff on the topics of performance evaluation, self-inspection (safety and sanitation and cost control), and hands-on food production training for vision-impaired foodservice employees. Principle Investigator, Joe West, Ph. D.
- 1993-1997** **Hotel and Restaurant Departmental Food Production Laboratory Manager as Senior Faculty**
Responsibilities Included: Equipment purchasing and maintenance, management of chemical and supplies, security, training of new faculty on policies and procedures, management of safety and sanitation of lab for all foods faculty.
- 1995-1996** **Faculty Liaison for Department of Hospitality Administration Resort and Condominium Management Program-Destin, FL.**
Responsibilities Included: Supervised placement of students with resort companies and managed their internship/working experience. Worked in conjunction with The Center for Professional Development (CPD) in organizing student payment of fees and course hours.
- 1993-1996** **Professional Trainer for Border Taco, Inc.**
Responsibilities Included: Trainer in food safety and sanitation, self-monitoring inspection, and train-the-trainer programs. Certified approximately 100 managers and trainers for the corporation and continue to contract training on an annual basis.
- 1989-1990** **Graduate Assistant, Virginia Polytechnic Institute & State University**
Responsibilities Included: Assisted Chairperson of Vocational and Technical Education with research, coordinated multimedia conferences, developed departmental recruiting and marketing pamphlet for both undergraduate and graduate programs, and supervised departmental computer operations.
- 1987-1989** **Instructor, James Madison University**
 College of Business, Department of Marketing and Hotel-Restaurant Management, Harrisonburg, Virginia.
Courses Taught: Business Marketing, Foodservice Purchasing, Quantity Food Production (included lab), and supervised student operation of Faculty Club.
Responsibilities Included: Assisted in the organization of two international courses: French Gastronomy, taught in Paris, France; The China Program, a

sister-city business program with the University of Beijing, Beijing, China. Also designed first student laboratory manual and redesigned student lab for full service of lunch and dinner to faculty, staff, graduate students, and university VIPs.

- 1986-1987** **Instructor**, Eastern Kentucky University
College of Vocational and Technical Education, Richmond, Kentucky.
Courses Taught: Nutrition, Quantity Food Production (included laboratory), Introductory Foods (included laboratory), Property Management Foodservice Administration (included lab). Also taught night classes at University of Kentucky for professors in Department of Home Economics as needed. Designed food production management course, operations manual, standard operating procedures for staff, and negotiated facility acquisition..
- 1985-1986** **Graduate Assistant**, Virginia Polytechnic Institute & State University
Virginia Polytechnic and State University
Hotel, Restaurant and Institutional Management
Courses Taught: Food Production Management Laboratory, supervised menu development, cost controls, food production, presentation, and safety and sanitation. Evaluated all lab performance in management reports.
- 1981-1983** **Graduate Assistant**, Morehead State University
Courses Taught: Foodservice Production Laboratory, Introduction to the Hospitality Industry, Assisted in Gourmet Foods and Thematic Foods Courses.
Advisor, Student Catering Club. Awarded as Graduate Student of the Year (1982-1983). ROTC Awards for Academic Excellence and Leadership (1980-1981).

Work Experience

Industry

- 2009** **Consultant, Florida State University, Business Dining Etiquette**
- 2009** **Consultant, Florida State University, Business Behavior Workshops**
- 2008** **Human Resource Consultant, Coalson Plantation, Thomasville, GA, 2008-2009**
- 2008** **Consultant, The Governor's Club, Tallahassee, FL 2007-2008.** Conducted needs analysis, status report, training recommendations for private city club.
- 2007** **Service Excellence/Service Elegance, Consultant**
Governor's Club, Tallahassee, Florida. Consultant for evaluating service quality and designing an improvement program to reach the *Platinum Service Award* in service quality and delivery.
- 2004** **National Restaurant Association & ClubCorp, Inc. Foodservice Intern**
Served as intern in foodservice in catering and sports grill areas. Also spent time with Executive Chef learning inventory, scheduling, and menu planning for fine dining, banquets, and stadium box service.
- 2004** **Small Bed & Breakfast/Motel Intern, Seagrove Villas & Motel**
Served as intern in housekeeping, maintenance, front desk and management departments. Assisted with quality inspections, suggestions as to improvements, and submitted a review based on budget and P&L statements.

- 2003** **Training Intern, Marriott Corporation**
 Worked with the Marriott Corporation headquarter office in Bethesda, Maryland during my sabbatical beginning in Spring 2003 and continued throughout the year. Served as part of the corporate training team as that designed a model for mapping the return on investment (ROI) of corporate training programs.
- Also assigned to develop an evaluation tool for reviewing organizational behavior systems implementation, such as PeopleSoft and At Your Service software and corporate-developed customer service systems.
- 2000** **Faculty Intern, Marriott Corporation**
 Served as a faculty intern, rotations throughout each operational area of The World Center, Orlando Marriott; continued work throughout the year on the redesign of the front desk training program and manual.
- 1999** **Faculty Intern, Ritz-Carlton**
 Served as a faculty intern in customer service in the Amelia Island Ritz-Carlton.
- 1994-1997** **President, EduTrain, Incorporated**
 Owned and operated a training company that delivered certification courses in quality service, foodservice management, food cost and labor control management, waitstaff training, menu development, property layout and design in restaurants, catering operations, designing web pages, delivering instruction over the internet. Also designed multimedia training programs for use by restaurant companies such as Brinker International and Marriott.
- 1985-1986** **Assistant Manager, Kimberle's Kustom Katering (Owner: Kimberle Badanelli)**
 Blacksburg, Virginia
 Also worked for a variety of city caterers, quick service restaurants, and conference planners part-time from 1985 until the completion of the doctorate degree from VA Tech in 1990. Additional positions included working as a computer graphics artist, transcriptionist, and word processing tutor.
- 1984-1985** **Catering Manager, Scioto Memorial Hospital**
 Portsmouth, Ohio.
Responsibilities Included: Management of 42 staff responsible for five satellite catering facilities at Scioto Memorial Hospital (Scioto County). Developed menus, conducted purchasing, price negotiations, delivery, equipment (large and small purchasing), and hiring/evaluating/training staff.
Owner/Operator, Culinary Catering
 Portsmouth, Ohio.
- 1983-1984** **Foodservice Manager, Saga Foodservices Corporation**
 Business and Industry Division, Downers Grove, Illinois.
 Burrough's Corporation Training Facility

Research

Published Refereed Articles

- 2011** Durocher, J., Harris, K. J., & Stiles, J. A Preliminary Evaluation of the Millennial Shopping Experience: Preferences and Plateaus. The FIU Review. Volume and Issue TBA (Spring 2011). Article examines the shopping behavior of the millennial generation as compared to generations prior. Double blind reviewed.

- 2008** Kline, S. F. & Harris, K. J. ROI is MIA: Why are hoteliers failing to demand the ROI of training? International Journal of Contemporary Hospitality Management. Volume 20, Issue 1. Article examines the absence of return on investment results of training programs used in the lodging industry. Refereed journal.
- 2007** Harris, K. Calculating ROI for Training in the Lodging Industry: Where is the bottom line? International Journal of Hospitality Management. Volume 26, Number 2, 485-498. Discussion paper on issues, barriers, and theories for putting ROI into practice in the human resources and training departments in the lodging industry. Refereed journal.
- 2006** Harris, K. J., Kwansa, F., & Latucca, F. Recruiter Opinion of Hospitality Programs: An Assessment of Selected Programs. Journal of Human Resources in Hospitality and Tourism. Volume 5, Number 1. Article examines opinions of recruiters in their quality rankings of hospitality program curriculum, students, and faculty. Refereed journal.
- 2004** Harris, Kimberly J. & Zhao, Jinlin. "Industry Internships: Feedback from Participating Faculty and Industry Executives. International Journal of Contemporary Hospitality Management". Volume 16, Number 7, 429-435. Article examines advantages and disadvantages of serving as a faculty intern, examines current programs offered by industry, suggests techniques of obtaining and managing a faculty internship; offers improvement suggestions to current programs offered by CHRIE. Refereed journal.
- 2003** Harris, Kimberly J.; Bojanic, David; & Cannon, Debra. "Service Encounters and Service Bias: A Preliminary Investigation". Journal of Hospitality and Tourism Research". Volume 27, Number 3, pages 272-290. Article examines server behavior and bias toward specific types of customers. Refereed journal.
- 2003** Harris, Kimberly J. & Durocher, J. "Training Issues: A Pilot Study of the Florida Randolph-Sheppard Program for Vision-Impaired Foodservice Managers". International Journal of Hospitality and Tourism Administration, Volume 4, Number 1, pages 51-67. Article examines federal and state vision-impaired foodservice programs and training needs of participating managers. Refereed journal.
- 2002** Harris, Kimberly J.; Swanger, Nancy; Thomas-Haysbert, Cloirce; Taylor, John E.; & Zhao, Jinlin. "Revving Up For A New Year: Faculty Take To The Field". Journal of Hospitality Education, Volume 14, Number 4, pages 41-46. Article examines the value of faculty training and industry internships. Refereed journal. **Emerald Management Review Award for this manuscript.**
- 2001** Harris, Kimberly J. "Food Safety: A Public Crime". Journal of Restaurant and Foodservice Marketing, Volume 4, Number 3, Pages 35-63. Article examines food safety violations, inspection procedures, and training of inspectors. Refereed journal.
- 2001** Harris, Kimberly J. & Bonn, Mark A., "Foodservice Executives Attitudes Toward Mature Employees with Respect to Size of Organization." Journal of Hospitality and Leisure Marketing, Volume 8, Number 1/2, Pages 113-136. Article examines attitudes of executives at the management level and above with regard to attitudes toward older

- workers. Refereed journal.
- 2000** Harris, Kimberly J., & Bonn, Mark A. "Training Techniques and Tools: Troubles in the Hospitality Industry". Journal of Hospitality and Tourism Research, Volume 24, Number 3, Pages 320-335. Article examines widely used training techniques and tools used in the industry and questions the effectiveness and efficiency of each. Refereed journal.
- 1996** Harris, Kimberly J., *International Hospitality Marketing on the Internet*. The International Journal of Hospitality Management, Volume 15, Number 2, Pages 155- 163. Article presents pilot study of an international hospitality course offered on the internet that involves 10 foreign countries and 100 students. Refereed journal.
- 1995** Harris, Kimberly J. and Joseph J. West, "Senior Savvy: The Mature Diner's Restaurant Service Expectations". The Florida International University Review, Volume 13 , Number 2. Article examines the service expectations of the "mature" customer and suggests services restaurants can offer to increase sales to this market segment. Refereed journal.
- 1995** Harris, Kimberly J., "Training Technology in the Hospitality Industry: A Matter of Effectiveness and Efficiency". The International Journal of Contemporary Hospitality Management. Volume 7, Number 6. Article examines the use of traditional training tools used in the hospitality industry and the effects of usage on efficiency and effectiveness of training and service delivery.
- 1995** Harris, Kimberly J. and Debra Franklin Cannon, "Hospitality Industry Trainers Response to Current Methods and Tools Used in the Hospitality Industry". International Journal of Hospitality Management. Volume 14, Number 1, pages 79-96. Article examines the present state of training in the hospitality industry and offers suggestions for improvement of program development, tool selection, and management. Refereed journal.
- 1995** Harris, Kimberly J. and Joseph J. West, "Multimedia in the Hospitality Industry". The Cornell Quarterly. Volume 34, Number 4, pages 75-82. Article presents the results of the use of multimedia tools used by US industries and examines the use of multimedia tools used in the hospitality industry. Refereed journal.
- 1994** Harris, Kimberly J., "Multimedia: Why Some Are Using It and Why Some Are Not". Florida International University Hospitality Journal. Volume 12, Number 2, pages 79-90. Article presents pros and cons of the integration of multimedia tools in the hospitality industry as expressed by users. Refereed journal.
- 1994** Harris, Kimberly J., "Touch Ordering: Menu Selection Using Multimedia in College and University Foodservice Facilities". Journal of College and University Foodservice. Volume 2, Number 2, pages 15-22. Article proposes the use of multimedia systems as menu ordering and card or cash transition machines in college and university foodservice facilities. Refereed journal.

- 1994** Harris, Kimberly J., "Faculty Internships: Bridging the Gap Between Business and Education". The CHRIE Educator. Volume 6, Number 4, pages 68-72. Article examines the participation opportunities for faculty to become involved as interns in the hospitality industry and the benefits to the educational institution, the company hosting the intern, and the students as a result of faculty involvement. Refereed journal.
- 1993** Harris, Kimberly J., "Multimedia: Fluff, Fashion, or Future?". International Journal of Hospitality Management. Volume 12, Number 4, pages 367-384. Article examines whether or not multimedia is a tool that promises more than it can deliver, whether it is simply a trend, or whether the technology will remain as an important tool in the future. Refereed journal.
- 1993** Harris, Kimberly J., "Interactive Video: The Instructional Tool of the 1990's". Hospitality Research Journal. Volume 16, Number 2, pages 75-92. Article examines the historical use of interactive video and the predicted impact of the use of this tool for the 1990's. Refereed journal.
- 1990** Harris, Kimberly J. and Lynn B. Miller, "Proactive Training in an Interactive Environment". Southeastern CHRIE Journal. Volume 2, Number 1, pages 48-52. Article presented the historical account of the use of interactive technologies and the results of studies published of those having used the technology. In addition, initial findings of the research of both authors were presented. Refereed journal.
- 1988** Harris, Kimberly J., "Employee Training: Using High Tech and Videodisc Technology". Hospitality Research Journal, Volume 12, Number 2, pages 115-125. Article reviews the pros and cons of using interactive videodiscs and predicts their future use in the hospitality industry.

Research in Review

- 2011** Harris, K. & Bougae, C. Gimme a Break: The Value of Professional Sabbaticals. Study examines the value of industry professionals participating in sabbaticals for personal and professional development. Under double blind review, *Journal of Hospitality & Tourism Research*.
- 2011** Harris, K. J., Kim, W., and Seo, K. The role of restaurant inspection in the number of violation by business and service type. Double-blind reviewed empirical paper, *The International Council on Hotel, Restaurant and Institutional Education*, Denver, July 27-30.

Research in Progress

Harris, K, Stiles, J., and J. Durocher. No Significant Difference: The Lack of Service Quality Demands of the Millennial Generation. Study examines purchasing behavior of young adults aged 18-24. Under review with the Cornell Quarterly.

Harris, K. Finding the Service Sweet Spot. Study examines services provided that are beyond what the customer is willing to pay as well as services that are 'just right'. Targeted for the Harvard Business Review.

Harris, K. & Stiles, J. An Evaluation of the Millennial Off-Line Purchasing Experience. Study examines the purchasing behavior of the Millennial generation and their shopping preferences as well as negative service attributes. Targeted for the Hospitality and Tourism Research Journal.

Harris, K. The Devil is in the Details: Secret Shopping and Identifying Quality Attributes. Study is based on 750 secret shopping evaluations conducted over a five year period of a variety of retail businesses.

Books in Print

2003 Kimberly J. Harris. Student Internships: A Guidebook for Success. Published by Pearson Publishing.

Book Chapter

1999 Harris, Kimberly J., "Computers in Purchasing", Dick Hugg and M. Warfel (posthumously). Updated chapter, edited text and artwork.

1985 Harris, Kimberly J., "Computers in Purchasing", M. Warfel.

Book Reviews

2010 Harris, Kimberly J. "Quantity Food Production", Prentice Hall.

2006 Harris, Kimberly J., "The National Restaurant Association's Food Production Text", name to be edited. Prentice Hall Publishing Company.

2006 Harris, Kimberly J., "The National Restaurant Association's Food Marketing Text", name to be edited. Prentice Hall Publishing Company.

2004 Harris, Kimberly J., "Human Resource Management", by Kathleen Iverson. TriPaper Publishing (changing publishing companies, to be named), NY, NY.

2002 Harris, Kimberly J., "Menu Planning, Design and Evaluation: Managing for Customer Acceptance and Operational Profitability", by Jack Ninemeier and David Hayes. McCutchan Publishing, Richmond, CA (new location).

2002 Harris, Kimberly J., "Effective Training" by P. Nick Blanchard. Prentice Hall, Upper Saddle River, NJ.

1997 Harris, Kimberly J., "Introduction to Foodservice". MacMillan Publishing. Review completed on new text for 1997-1988 season. Peckham and Labensky, authors.

1995 Harris, Kimberly J., "On Cooking: A Textbook of Culinary Fundamentals". International Journal of Hospitality Management. Review completed on the new professional chef's cooking text which includes a teaching manual, video, computer program, and test bank, published by Prentice Hall and written by S. R. Labensky and A. M. Hause. Appears in Volume 14, Number 1, pages 99-100.

Refereed Presentations and Poster Sessions

International Conference Presentations

- 2010** Harris, K. "Service Expectations of the Millennial Generation". Accepted at IICSM International Conference, Tokyo, Japan. July, 2010. Refereed paper. Not funded by FSU.
- 2008** Durocher, J., Stiles, J., and Harris, K. "A Preliminary Evaluation of the Millennial Shopping Experience: Preferences and Plateaus". International EuroCHRIE Conference, Dubai, United Arab Emirates. October 2008. Refereed paper.
- 2005** Harris, Kimberly J. and Kline, Sheryl S. "Return on Investment Strategies" (re-titled). International CHRIE Conference, Las Vegas, Nevada. July 2005. Refereed paper.
- 2004** Harris, Kimberly J., "Revenue, Yield, Asset, Total Quality Management, and ROI in the Lodging Industry: Has Human Resources and Training Been Left Out of the Numbers Game?". Hawaii International Conference on Business, Waikiki, Hawaii. June 2004. Refereed paper.
- 2004** Harris, Kimberly J., "Calculating the ROI for Training: A Pilot Framework". Eleventh International Conference of Information Technology, Travel, and Tourism. Cairo, Egypt. January 2004. Refereed Paper presented in workshop (90 minutes) Also assisted in facilitation of two presentation segments, three speakers each.
- 2004** Harris, Kimberly J., "Return on Investment in the Lodging Industry." International CHRIE Conference. July 2004. Refereed poster session.
- 2003** Harris, Kimberly J., "Tracking the ROI of Training in the Hotel Industry". Hawaii International Conference on Business, Honolulu, Hawaii. June 18-21. Denied funding due to budget constraints.
- 2002** Harris, Kimberly J., "Faculty and Student Internships: A Guide to Success". International Council on Hotel, Restaurant, and Institutional Education Annual Conference, Orlando, Florida.
- 2002** Harris, Kimberly J., "Faculty Internships: Results and Opinions." International CHRIE Conference, Orlando, Florida.
- 2001** Harris, Kimberly J., "Foodservice Management and the Vision-Impaired: The Randolph-Sheppard Act". International Council on Hotel, Restaurant, and Institutional Education (CHRIE) Annual Conference, Toronto, Canada.
- 2001** Harris, Kimberly J., "Faculty Internships: Panel Discussion". International CHRIE Conference, Toronto, Canada.
- 1996** Harris, Kimberly J., "International Hospitality Marketing on the Internet: An Update". Technology in Hospitality Conference, Scotland. International EuroCHRIE Conference. Awarded presentation, funding unavailable for travel.
- 1996** Harris, Kimberly J., Special invitation to participate in poster session or technology

round table sessions, International EuroCHRIE Conference, Greece. Awarded presentation, funding unavailable for travel.

- 1995** Harris, Kimberly J., "Managing Hospitality Management Education Programs on the World Wide Web: Project "Interweave". International Association of Hospitality Management Services, EuroCHRIE Conference, Goteborg, Sweden.
- 1995** Harris, Kimberly J., "International Student Internships and Student Exchange Programs: Overcoming the Barriers". International Association of Hospitality Management Services, EuroCHRIE Conference, Goteborg, Sweden.
- 1993** Harris, Kimberly J., "Implementation of Recipe Writer Pro Computer Program". Panel Discussion, International CHRIE Annual Conference, Chicago, IL.
- 1992** Harris, Kimberly J., and others, "Faculty Internship Forum". International CHRIE (served on panel for Faculty Internships), Orlando, Florida.
- 1992** Harris, Kimberly J. and John Burton, "Effectiveness and Efficiency of Interactive Video Training with Learner Control". Association for Education and Communications Technology (AECT), Washington, DC.
- 1992** Harris, Kimberly J., "Training Effectiveness and Efficiency Using Multimedia". International Technology Conference, Cornell University, Ithaca, NY.
- 1991** Harris, Kimberly J., "Interactive Video Training: Learner Control and Cooperative Learning Increases Effectiveness and Efficiency". Association for the Development of Computer-Based Instructional Systems (ADCIS). St. Louis, MO.
- 1991** Harris, Kimberly J., "A Comparison for an Interactive Video Derivation with the Original Training Package: Issue of Effectiveness". International Visual Literacy Association (IVLA) Annual Conference, Washington, DC.
- 1991** Harris, Kimberly J., "Interactive Video: The Instructional Tool of the 1990's". Annual CHRIE Conference, Houston, Texas.
- 1991** Harris, Kimberly J., "Delivering Training Via Interactive Video". Videotape Presentation. AECT Annual Conference, Orlando, Florida.
- 1990** Harris, Kimberly J., "Interactive Video in Training: Hospitality Applications". ADCIS Annual Conference, San Diego, California. Video Presentation.
- 1989** Harris, Kimberly J., "Purchasing Wizardry: Interactive Video Purchasing for Industrial Retailing". Poster Session. CHRIE Annual Conference, Las Vegas, Nevada.
- 1988** Harris, Kimberly J., "Employee Training: Using High Tech and the Optical Disc". CHRIE Annual Conference, Toronto, Canada.

National Presentations

- 1995** Garey, J. J. and Kimberly J. Harris, "Women Foodservice Executives and Their Struggle to the Top: A Progress Report". Women's Foodservice Forum, Annual Conference, Dallas, Texas.
- 1994** Harris, Kimberly J., "Backflow and Back Siphonage and Its Effect on Food Safety and Sanitation". National Restaurant Association Master Training Certification Meeting, Chicago, IL. (only one non-refereed).

Regional Presentations

- 2002** Harris, Kimberly J., "Tracking the ROI of Training in the Lodging Industry: Barriers to Discovery". Southeast CHRIE Conference, Atlanta, GA.
- 2002** Harris, Kimberly J. "Faculty and Student Internships: Evaluating the Field Experience." Southeast Regional CHRIE Conference, Atlanta, Georgia. February 2002.
- 2001** Harris, Kimberly J. "Food Safety Inspections and Inspection Practices: A Call for Review". Southeast Regional CHRIE Conference, Charleston, South Carolina. November 2001.
- 1992** Harris, Kimberly J. and John Wilson, "Orientation to the College of Business Using Multimedia". North Florida Technology Conference, Tallahassee, Florida.

Grants Awarded

- 2004** National Restaurant Association's F&B Faculty Internship Grant
- 2004** Office of Distributed and Distance Learning, Summer Development Grant
- 2004** Florida State University Travel Grant
- 2004** Seagrove Villas and Island View (\$5,000). Grant to support software development and salary support.
- 2003** Marriot Research Intern (data award and future contract).
- 2002** Presidential Special Courses Series (\$3,000). Grant awarded funding to seven faculty at Florida State to design and deliver a course considered desirable to qualifying Freshmen.
- 2001** CHRIE Faculty Intern (\$2,000 plus expenses): Supported by the Marriott Corporation. One of six faculty selected from the members of International Council of Hotel, Restaurant, and Institutional Education to work in the industry during the summer. All were placed in different properties and my location was the second largest property owned by the company, The Orlando World Center, a large convention property.
- 1995-1998** Division of Blind Services (35% Assignment). Grant awarded to the Hospitality Administration Department. Projects are directed by the chairman and individual assignments given to two faculty and a professional chef, to fulfill requirements.

- Personal responsibility includes conducting a needs assessment of training needs for managers of the EATZ foodservice concept for the state of Florida and assigning and conducting training programs approved as a result of the assessment.
- 1994** Brinker International, Inc. (\$75,000): Designed multimedia training program for restaurant managers for basic restaurant operations. Program includes pre-test and post-test and strategic decision-making. Immediate scoring, feedback, and 3-level branching included. A longitudinal study comparing performance of managers using interactive program compared to the performance of those using the traditional training format has been proposed upon implementation.
- 1992** CHRIE Faculty Intern (\$2,000): Supported by Marriott and ARA to join a team of six elected faculty members from the Council on Hotel, Restaurant, and Institutional Education (CHRIE) organization to develop an instructional program for their contract foodservices divisions.
- 1991** IBM and Florida State's College of Business Grant (\$8,500): Awarded Digital Video Interactive machine to develop multimedia presentation programs. Granted machine to Department of Hospitality Administration at conclusion of study. Created interactive multimedia program with graduate student, John Wilson. Program: "An Orientation to the College of Business".
- 1990** First Year Research Grant, Florida State University. Surveyed segments of the hospitality industry as to the interest in a Hospitality Needs Assessment computer program.
- 1990** Marriott Research Grant (\$10,000). Grant to develop interactive videodisc and experiment for dissertation.
- 1987** Computer Grant/Award, (\$1,000), James Madison University. Competed university-wide.

Service

Faculty Senator, College of Business Representative, 2002-Present
 Master of Business Administration Advisory Committee, College of Business, 2008-Present
 Technology Committee, College of Business, 2008-Present
 Editorial Board, Information Technology in Hospitality, 2005-Present
 Faculty Search Chair, Dedman School of Hospitality, 2006-2007
 Promotion and Tenure Review (binders), UW & GSU, 2006
 Advisor, Dedman School of Hospitality, NSMH 2006-Present
 Dedman School of Hospitality, Departmental Refurbishing, 2006-Present
 Dedman School of Hospitality Faculty Search Chair, 2006-Present
 College of Business Promotion and Tenure Committee, 2006-Present
 University Promotion and Tenure Committee College of Business Rep., 2006-Present
 College of Business Diversity Committee, 2006-2008
 Dedman School of Hospitality Curriculum Committee, 2005-2008
 College of Business Research Technology Committee, 2005-2006
 Faculty Senate Library Committee, 2005-2007
 Resume Workshop, Phi Beta Pi Business Fraternity, 2005, 2006
 Editorial Board, Florida International University Review, 1996-Present
 Editorial Board, International Journal of Hospitality & Tourism Administration, 2003-

Present

Review Board, Educational Programming, Professional Golf Association, 2003
Advisor, University Flying Club (Flightline), 2002-2004
Reviewer, International Journal of Hospitality Management, 2003-Present
Educational Advisor, Professional Golf Association, 2001-Present
Food Committee and Focus Group Director, University Center Club, Club Corporation, Florida State University, 2000-2001
Library Resources Committee, College of Business, 2000-2001
Chairman's Annual Review Criteria Committee, 2000-2001
Food Safety Council, Florida Restaurant Association, 1999-2000
Minority Affairs Committee, College of Business, 1999-2000
Promotion and Tenure Review Committee, College of Business, 1999-2000
Scholarship Review Committee, College of Business, 1999-2000
College of Business, Faculty Chair, College of Business, 1997-1999
Peer Evaluation Committee, Department of Hospitality Administration, 1997-1998
Faculty Senator, University-At-Large, 1995-1998
Promotion and Tenure Committee, Representative for Hospitality Administration Department, 1997-1998
Researcher, Educational Institute (EI), for University of Delaware Team: Training Needs Assessment, 1997-1998
Editor, International Interactive Communications Journal, 1991-1992
Editor and Consultant, Formally Center for Instructional Development and Services (CIDS), Tallahassee, Florida. Multimedia Program Development. Non-paid.
Served as one of several editors for multimedia program, ErgoMotion, sponsored by the National Science Foundation (NSF), 1990-1991

Professional Organizations

Council on Hotel, Restaurant, and Institutional Education (CHRIE)
Eta Sigma Delta (ESD)
Rotary International, Tallahassee Northside Club (temporarily inactive)