

**Conference Best Paper Awards and Other Publication Honors
Department of Hospitality Management and Dietetics**

2002

2002 International Society of Travel and Tourism Educators Annual Conference, Salt Lake City, Utah.

Jang, S.*, Morrison, A., O'Leary, J., & Hong, G.S. (2002). Financial portfolio theory and efficient travel segment mixes.

2003

2003 International Council on Hotel, Restaurant, and Institutional Education Annual Conference, Palm Springs, CA

Back, K-J. **, & Lee, C.K. (2003). A comparative study of residents' pre- and post-perception toward casino development: A structural equation modeling approach.

2004

2004 International Council on Hotel, Restaurant, and Institutional Education Annual Conference, Philadelphia, PA

Countryman, C., & Jang, S *. (2004). The effects of atmospheric elements on customer impression: A structural equation analysis of hotel lobbies.

2005

The 10th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism, Myrtle Beach, South Carolina

1. Ok, C., Back, K-J. **, & Shanklin, C.W. (2005). Service recovery paradox: Implications from an experimental study in a restaurant setting.

2. Ryu, K., & Jang, S *. Tourists' behavioral intention towards local cuisine: An application of the theory of reasoned action.

The 11th Asia Pacific Tourism Association Conference, Goyang, Korea

Back, K.J. **, & Lee, J.S. (2005). The effect of switching cost on member loyalty in the country club industry.

Most Viewed Article in a Journal

The *Journal of Human Resources in Hospitality and Tourism* ranked a K-State article as the #1 most viewed article in 2005.

<http://www.haworthpress.com/store/product.asp?sid=UKFDCJTPLMNC9LE95HQ486C42GBJA777&sku=J171&detail=TopArticles#TopArticles>

Chiang, C.F., Back, K-J. **, Canter, D.D. (2005). The impact of employee training on job satisfaction and intention to stay in the hotel industry. *Journal of Human Resources in Hospitality and Tourism* 4(2): 99-118.

2006

The 11th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism, Seattle, Washington

Yoon, E., & Shanklin, C. (2006). Implementation of food biosecurity management plan against terrorism in on-site foodservice operations.

2007

The 12th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism, Houston, Texas

Asperin, A.E., Shanklin, C., & Back, K-J **. (2007) Exploring the measurement of brand personality congruence in the casual dining industry.

Article selected for Martin Oppermann *Journal of Travel and Tourism Management* Best Article of the Year for 2007

Han, H, and Back, K-J **. (2007). Assessing customers' emotional experiences influencing their satisfaction with the lodging industry. *Journal of Travel & Tourism Marketing* 23(1).

2008

The 13th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism, Orlando, Florida

Kim, W., Ok, C., & Lee, M.J. (2008). Antecedents of service employee's organizational citizenship behaviors in foodservice businesses.

Yoon, E. & Shanklin, C.W. (2008). Application of protection motivation theory to assess foodservice operators' intention to implement a food defense management plan.

2008 International Council on Hotel, Restaurant, and Institutional Education Annual Conference, Atlanta, Georgia

Phillips, W., Back, K-J **, & Canter, D.D. (2008). Social image congruence and tourists' visiting intention to conspicuous destination.

*A HMD faculty member at time of publication; now at Purdue University

**A HMD faculty member at time of publication; now at University of Houston.