

CONTRIBUTORS

Je'anna Abbott, University of Houston

Roy Alvarez, Senior Lecturer, Cornell University School of Hotel Administration

Peter C. Anderson, Anderson and Associates

Mario Arnaldo, Instructor, Travel Industry Management, Hawaii Pacific University, Honolulu, HI

Robert O. Balmer, General Manager, Doubletree Hotel, Bakersfield, California

James A. Bardi, Penn State Berks–Lehigh Valley College

Mark Beattie, Doctoral Student, Gonzaga University, Liberty Lake, WA

Cherylynn Becker, Richmond, Virginia

Rich Benninger, CMP, Executive Director of Catering of Catering and Convention Services, Caesar's Palace

Robert H. Bosselman, Dedman Chair of Hospitality Administration, Florida State University, Dedman Department of Hospitality Administration

Claudio Capaccioli, Deloitte and Touche Business Consulting Manager, Milan, Italy

Peter Cass, Crystal River, Florida

Paul Chappelle, Brand Revenue Manager, Red Lion Hotel and Inns, Vancouver, Washington

Beth G. Chung-Herrera, Associate Professor, College of Business, San Diego State University

Mark Conklin, Area Vice President, Western Europe, Marriott Hotels, Resorts, and Suites, Frankfurt, Germany

Melissa Dallas, Florida Atlantic University, College of Business

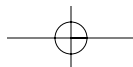
Agnes Lee DeFranco, University of Houston, Conrad N. Hilton College

John Dew, Executive Consultant, Bellevue, Washington

Garry Dickover, General Manager, Convention Center Courtyard by Marriott, Las Vegas, Nevada

Michael J. Draeger, Controller, Dayton Depot Casino, Dayton, Nevada

Tom Dupar, Dupar Dynamics, Bellevue, Washington



Vince Eade, University of Nevada, Las Vegas
Harrah School of Hotel Administration,
Las Vegas, NV

Kurt Englund, Resort Manager, Four Seasons
Resort Costa Rica at Peninsula Papagayo

Cathy A.ENZ, Louis G. Shaeneman Professor
of Innovation and Dynamic Management,
Cornell University School of Hotel Ad-
ministration

C. Lee Evans, Director of Purchasing, The
Oasis Resort; Casa Blanca Spa and Golf
and Virgin River Hotel and Casino

Emilio Fabico, Walt Disney World, Orlando,
Florida

Gil B. Fried, Gil B. Fried and Associates,
Risk Management Consultants, New
Haven, CT

Jacinta Gau, Doctoral Student in Criminal
Justice, Washington State University, Pull-
man, WA

Ajay Ghei, The World Bank Group

Bianca Grohmann, Assistant Professor of
Marketing, Concordia University

Christian Hardigree, University of Nevada,
Las Vegas Harrah School of Hotel Ad-
ministration, Las Vegas, NV

Sharon K. Hodge, Assistant Professor, Love
School of Business, Elon University

Earl D. Honeycutt Jr., Professor, Love School
of Business, Elon University

Thomas Jones, University of Nevada, Las
Vegas

John Lagazo, Director of Operations, The
Madison Hotel, Rockville, MD

Melenie J. Lankau, Assistant Professor, Terry
College of Business, University of Geor-
gia

Stephen M. LeBruto, University of Central
Florida

Valentino Luciani, Instructor, University of
Nevada, Las Vegas

Vincent P. Magnini, Ph.D. candidate, Old Do-
minion University

Oliver Meinzer, Director of Operations, New-
port Beach Marriott Suites, Newport
Beach, CA

Susan V. Morris, Vice President, HQ Global
Workplaces, Dallas, Texas

Suzanne K. Murrmann, Virginia Polytechnic
Institute and State University, Department
of Hospitality and Tourism Management

Arthur E. Nathan, New Product Thought
Leader, Mellon HR Solutions

Eddystone C. Nebel III, Purdue University,
Emeritus

Ellis Norman, University of Nevada, Las Ve-
gas Harrah School of Hotel Administra-
tion, Las Vegas, NV

Peter O'Connor, Associate Professor,
France's Institute de Management Hote-
lier International, Essec Business School,
France

Bob Peckenpaugh, Hotel Manager, Rancho
Bernardo Inn, San Diego, California

Gabriele Piccoli, Assistant Professor, Cornell
University School of Hotel Administra-
tion

Dominic Provenzano, Director of Opera-
tions, Cleveland Marriott Downtown at
Key Center, Cleveland, Ohio

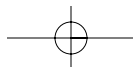
William J. Quain, Florida International Uni-
versity, School of Hospitality Manage-
ment

Clinton L. Rappole, University of Houston,
Conrad N. Hilton College

Louis B. Richmond, President, Richmond
Public Relations

Carl D. Riegel, Florida Atlantic University,
Graduate School of Business

Gail Sammons, University of Nevada, Las Ve-
gas Harrah School of Hotel Administra-
tion, Las Vegas, NV



Raymond S. Schmidgall, Michigan State University, School of Hospitality Business

Margaret Shaw, University of Guelph, School of Hotel & Food Admin., Guelph, ON N1G 2W1 CANADA

Susan B. Sheridan, Owner, Taughannock Farms Inn, Trumansburg, New York

Patti J. Shock, University of Nevada, Las Vegas

Judy A. Siguaw, Cornell University, School of Hotel Administration

Marta Sinclair and Carl R. Sinclair, Griffin University, Toowong, QLD 4066 Australia

Eric Spangenberg, Associate Dean, College of Business, Washington State University

John M. Stefanelli, University of Nevada, Las Vegas

Robert W. Strate, National Aeronautics and Space Administration

Nancy Swanger, Washington State University

J. Bruce Tracey, Associate Professor of Management, Cornell University School of Hotel Administration

Fletch Waller, Principal, FCW Consulting, Seattle, Washington

William Werner, University of Nevada, Las Vegas Harrah School of Hotel Administration, Las Vegas, NV

Robert H. Woods, University of Nevada, Las Vegas

Cheri Young, University of Nevada, Las Vegas Harrah School of Hotel Administration, Las Vegas, NV

