
Dr Samer Al-Sabi

CURRICULUM VITAE
November 2018



PERSONAL DETAILS

Business Address: Department of Hotel and Tourism Management Petra College for Tourism and Archaeology /Al-Hussein Bin Talal University /P.O Box: (20) Ma'an, Jordan

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Email: sa.alsabi@gmail.com

Date of Birth: 6th September 1979

Family Status: Married

QUALIFICATIONS

2011 **PhD in International Hospitality Management**
Thesis Title: "The Effect of Empowerment on the Service Recovery Performance of Front Office Agents in Five-star Hotels in Jordan"
University Of Surrey, UK

2007 **MSc in International Hospitality Management**
Thesis Title: "The Effect of Empowerment on the Performance of Front Office Agents in Five-Star Hotels in Amman"
Manchester Metropolitan University, UK

2005 **PGD in International Hospitality Management with Concentration of Front Office and Room Division**
University Centre César Ritz, Switzerland

2003 **BA in Hotel and Tourism Management**
Thesis Title: "Reception Desk and its Role in Achieving the Functional Interdependence with Different Departments in the Hotel Industry"
Philadelphia University, Jordan

1999 **GSEC/ Academy**
AL-Zarqa High Secondary School, Jordan

CURRENT POSITION

From 2017

Associate Professor of Hospitality Management

Al-Hussein Bin Talal University
Ma'an, Jordan

University Committees

Head of Council of Department of Hotel and Tourism Management

Member of the Council of Petra College for Tourism and Archaeology

Member of the Training Hotel committee

Head of the Committee for study plans at Petra College for Tourism and Archaeology

Reporter of the Supply Committee for Opera Programme in Hotel Management

Member of the Scientific Committee of Master Degree programme in Tourism Management

Member of the Committee Investigation for Students' Issues at Petra College for Tourism and Archaeology

Member of the council of Department of Hotel and Tourism Management

CAREER HISTORY

Jul 2017 – present

Associate Professor of Hospitality Management

Sep 2016-Sep 2018

Head of Hotel and Tourism Services Department

Jan 2012– Jul 2017

Assistant professor of Hospitality Management

Sep 2007 – Sep 2008

Full-time Lecturer in Hotel and Tourism Management

Oct 2005 – Mar 2006

Assistant chief (Internship)

Jan 2006 – Sep 2006

Assistant Librarian

Jan 2003 – Jul 2004

Sales Department / customer Service

RESEARCH AND PUBLICATIONS

Research Interests

Psychological Empowerment, Structural Empowerment, Service Quality, Service Recovery Performance, Service Failure, Customer Satisfaction, Consumer Behaviour, Organisation Behaviour, Empowered Behaviour, Human Resource Management, Total Quality Management, Hotel Management, Hospitality Management, Tourism Management, Marketing, Hotel Marketing, Green Hotels, Innovation Performance, Training, Motivation, Leadership Style, Quantitative Studies, Qualitative Studies

Research Publications

Journal articles

Al-Ababneh, M.; **Al-Sabi, S.**; Al-Shakhsheer, F.; Habiballah, M. (2018). Mediating role of Empowerment between Total Quality Management (TQM) and Service Recovery Performance in the Hotel Industry, *Journal of Spatial and Organisational Dynamics*, Vol. 6, No. 3, PP. 286-313.

Habiballah, M.; Al-Shakhsheer, F.; **Al-Sabi, S.**; Masadeh, M. (2018). Food Safety Training: A Study of Food Handlers Working in Hotels in the North of Jordan, *European Scientific Journal*, Vol.14, No. 26, PP. 127-148

Masadeh, M.; Al-Ababneh, M.; **Al-Sabi, S.**; Habiballah, M. (2018). Female Tourist Guides in Jordan: Why So Few?, *European Journal of social science*, Vol.56, No.2, PP. 89-102, ISSN: 1450-2267.

Al-Sabi, S.; Masadeh, M.; Al-Ababneh, M.; Maaiah, B. (2017). Foreign Training in Jordan's International Hotel Chains: A Quantitative Investigation. *Tourism and Management Studies*, Vol.13, No. 2, pp.41-51, ISSN: 2182-8458.

Al-Sabi, S.; Al-Ababneh, M.; Habiballah, M.; Masadeh, M. (2017). The Impact of Total Quality Management Implementation on Employees' Service Recovery Performance in Five-Star Hotels in Jordan, *European Journal of Business and Management*, Vol. 9, No.11, PP.135-151, ISSN: 2222-1905.

Al-Ababneh, M.; **Al-Sabi, S.**; Al-Shakhsheer, F.; Masadeh, M. (2017). The Influence of Employee Empowerment on Employee Job Satisfaction in Five-Star Hotels in Jordan, *International Business Research*, Vol.10, No.3, PP. 133-147, ISSN: 1913-9004.

Shakhsheer, F.; Habiballah, M.; Al-Ababneh,.; **Al-Sabi, S.** (2017). Financial Implications of Competitive Pricing Strategies: Evidence from the Jordanian Hotel Industry. *Business Management Dynamic*, Vol. 7, No. 5, PP. 16-26, ISSN: 2047-7031

Masadeh, M.; Al-Ababneh, M.; **Al-Sabi, S.**; Maaiah, B. (2016). Focus Groups in Hospitality Research Why are they not used in Jordan?, *European Scientific Journal*, Vol.12, No.20, PP. 348-373, ISSN: 1857-7881.

Unpublished articles

Performance at Hotel in Industry in Jordan

Tourist Perceptions of Petra Archaeological Park

Tourist Satisfaction of Petra Archaeological Park

Conference papers

Lockwood AJ, Al-Sabbahy H, **Al-Sabi S**, Odeh K. (2012) 'Psychological empowerment in the Jordanian Hospitality Industry: Does the context matter?'. Ecole hôtelière de Lausanne: EuroChrie Conference 2012 - Hospitality for a Better World.

Al-Sabi, S. (2011) 'Validating a model of the effect of empowerment on the service recovery performance of customer contact employees'. Hong Kong, Asian Pacific Chrie Conference

Al-Sabi, S. (2010) 'Empowerment and its effect on the service recovery performance of customer contact employees'. 2nd Faculty Doctoral Students Conference, University of Surrey, Guildford, UK.

Lockwood AJ, **Al-Sabi S**, Al-Sabbahy H. (2010) 'The effect of empowerment on the service recovery performance of customer contact employees'. Horsley Towers, Surrey, UK: CHME 19th Annual Research Conference.

TEACHING**Courses Taught**

Human Resource Management (HRM), International Business Management, International Hospitality Management, Introduction to Economics, Principle of Management, Principle of Marketing, Operation Management, Crisis Management, Consumer Behaviour, Communication Skills, Art of Hospitality and Etiquette, Computer Application in the Hotel Management, Crisis Management in Tourism and Hospitality, Eco Tourism, Event Management, Fares and Ticketing, Front Office: Theoretical and Practical, Graduation Project in Hotel Management, Hotel Management, Hotel Operation Management, Housekeeping Management, HRM in the Hospitality Industry, Introduction to Hospitality Science, Introduction to Tourism, Jordan Tourism, Leisure Places Management, Management of Travel and Tourism Companies, Practical Training in the Hotel Management, Public Relations in Tourism and Hospitality, Resort and Club Management, Tour Operation, Tourism Geography, Tourism Legislation, Tourism Marketing, Tourist Villages Management, Total Quality Management (TQM) in the Hotel Industry

SKILLS**Computer Skills**

- ✓ Opera Programme
- ✓ MS office
- ✓ SPSS programme
- ✓ Content analysis

Language Skills

- ✓ Arabic: Native Speaker
- ✓ English: Excellent: Reading, Writing and Speaking
- ✓ French: Beginner: Reading, Writing and speaking

Other Skills

- ✓ Teaching skills
- ✓ Learning skills
- ✓ Communication Skills
- ✓ Study plan development skills
- ✓ leadership skills
- ✓ Individual skills
- ✓ Group working skills
- ✓ Managerial skills

WORKS SHOPS**Workshop Session****Conducted by**

Power Point Presentations (Online Via U-learn)

Postgraduate Skills Development Programme\UK

Career Management Skills (1), Winning CVs and Applications

Postgraduate Skills Development Programme\UK

Career Management Skills (2), Successful Interview skills- get that Job

Postgraduate Skills Development Programme\UK

Career Management Skills (3), Creative Networking for Job Hunting

Postgraduate Skills Development Programme\UK

International Business Protocol

Lausanne Hospitality Consulting\ Switzerland

Educate Educators in Tourism Research

United States Agency for International Development (USAID), Amman\ Jordan

International ICHRIE Career Advancement Academy (Teaching Consortium)	The Hospitality and Tourism Educators\ Sand Diego, California\USA
National Fund for Tourism Risks	Petra College for Tourism and Archaeology\ Petra, Jordan
Building capacity for Quality Development in Tourism and Hospitality Education	United States Agency for International Development (USAID), Amman\ Jordan

EXTERNAL AND PROFESSIONAL ACTIVITIES

Associate of the Higher Education Academy (AHEA), UK, Recognition Reference 38113

Public Relations Officer at the Jordanian Tourism Experts Society (JTES)

Member of the Jordanian Tourism Experts Society

REFERENCES

Prof. Andrew Lockwood, Forte Professor of Management, University of Surrey, England
E-mail: a.lockwood@surrey.ac.uk
Phone: +44 01483 68 6351

Dr. Hesham Al-Sabbahy, Head of Business Management, Northumbria University Newcastle, England
E-mail: hesham.al-sabbahy@northumbria.ac.uk
Phone: +44 01913495342

Prof. Fawzi Abudanah, Professor of Archaeology, Al-Hussein Bin Talal University, Jordan
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Dr. Mousa Masadeh, Associate Professor of Hotel and Tourism Management, Al-Hussein Bin Talal University, Jordan
E-mail: jordantourism@hotmail.com
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