

Dr. Mukhles Mansour Ahmad Al-Ababneh
Associate Professor in International Hospitality Management

Current position: *Dean of Petra College for Tourism and Archaeology & Chair of the Department of Hotel and Tourism Management at AL-Hussein Bin Talal University, Jordan*

Business Address:	Al-Hussein Bin Talal University Petra College for Tourism and Archaeology Department of Hotel and Tourism Management Ma'an, Jordan, P.O Box (20) Postal Code (71111)
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Contact:	Email: mukhles.ababneh@gmail.com , mukhles.ababneh@ahu.edu.jo
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Academic Qualifications:

Year	Degree
2008 – 2011	Doctor of Philosophy (Ph.D.) Degree in Management Studies\International Hospitality Management. <i>Faculty of Business, Economics and Law, University of Surrey, UK.</i> Thesis Title: <i>[An Exploration of the Effect of Total Quality Management (TQM) Implementation on Organisational Creativity in Jordanian Resort Hotels].</i>
2008 – 2010	Master of Philosophy (M.Phil) leading to Ph.D. Degree in Management Studies\International Hospitality Management. <i>Faculty of Business, Economics and Law, University of Surrey, UK.</i> Thesis Title: <i>[Developing a Conceptual Framework for the Effect of Total Quality Management (TQM) Implementation on Organisational Creativity in the Hotel Industry].</i>
2005 – 2007	Master of Science (M.Sc.) Degree with Merit in International Hospitality Management. <i>School of Food, Consumer, Tourism and Hospitality Management, Manchester Metropolitan University, UK.</i> Dissertation Title: <i>[The Impact of Managerial Leadership Styles on Employees' Job Satisfaction in Jordanian Resorts].</i>
2004 – 2005	Postgraduate Diploma (PgDip) Degree in International Hospitality Management. <i>University Centre César Ritz, Switzerland.</i>
2002 – 2003	Master (M.A) Degree in Strategic Management for Sustainable Development. <i>School of Economics, Management, and Statistics, Bologna University, Italy.</i> Dissertation Title: <i>[The Externalities of Energy in Italy and the Region of Emilia Romagna].</i>
1997 – 2001	Bachelor (B.Sc.) Degree in Business Administration with Honors (1 st ranking). <i>School of Business, Mu'tah University, Jordan.</i>
1995 – 1997	Intermediate Diploma (Dip.) Degree of Medical Rays with Honors (1 st ranking). <i>Al-Balqa Applied University, Institute of Medical Profession, Irbid, Jordan.</i>

Language Proficiencies:

<ul style="list-style-type: none"> • Arabic (Native) • English (Full Professional Proficiency) 	<ul style="list-style-type: none"> • Italian (Beginner) • French (Beginner)
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Professional Skills:	Computer Skills:
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<ul style="list-style-type: none"> • Academic Administrative Skills • Study Plans Development Skills • Curriculum Development Skills • Teaching and Training Skills • Education Quality and Accreditation Skills • Quality Standards Building Skills 	<ul style="list-style-type: none"> • Quantitative Analysis: SPSS (Statistical Package for Social Sciences) Programme • Qualitative Analysis: Content and Thematic Analysis • Modeling Analysis: <ul style="list-style-type: none"> ▪ AMOS Programme (Structural Equation Modeling-SEM) ▪ Partial Least Squares-Structural Equation Modeling (PLS-SEM)
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Teaching Experience:	
Date	Position
27 March 2017- Present	Associate Professor in Hospitality and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
2 Jan 2012–26 March 2017	Assistant Professor in Hospitality and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
16 Sep. 2007-14 Sep. 2008	Full-time Lecturer in Hospitality and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
Professional Experience:	
Date	Position
6 Oct. 2022 – Present	Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
29 June 2022- 5 Oct. 2022 4 July – 26 August 2021 10 July – 27 August 2016 5 May – 11 May 2013	Acting Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
3 Dec. 2020 -5 Oct. 2022 6 Sep. 2015 -18 Sep. 2016	Vice Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
1 August-26 August 2021	Director of Princess Basma Center for Intangible Cultural Heritage <i>AL-Hussein Bin Talal University, Jordan</i>
1 Dec. 2020 -5 Oct. 2022	Dean Assistant for Development Affairs and Quality Assurance <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
1 Oct. 2019 – Present 3 June 2012 – 5 Sep. 2015	Chair of the Department of Hotel and Tourism Management <i>Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, Jordan</i>
1 Oct. 2005-31 March 2006	Cost Control Supervisor at <i>Institut Hôtelier “César Ritz”, Bouveret, Switzerland</i>
19 Jan. 2004 -3 Oct. 2004	Administrative Officer at <i>The University of Jordan, Jordan</i>
14 Nov. 2002-14 Feb. 2003	Researcher in the Externalities of Energy in Italy and the Region of Emilia-Romagna. <i>ARPA(Environment Organisation), Bologna, Italy</i>
2 May 1999- 6 April 2002	Administrative Officer at <i>Ministry of Health, Jordan</i>
Steering & Scientific Committees:	
Date	Committee
Sep 2014 – Feb 2015	Member, Scientific Committee in Workshop “ <i>National Fund for Tourism Risks</i> ” <i>Petra College for Tourism and Archaeology\AL-Hussein Bin Talal University, Jordan.</i>
Sep 2014 – May 2015	Member, Scientific Committee in the <i>1st Petra International Conference on Cultural Tourism (PCCT)</i> , 17-19 May 2015, <i>Petra College for Tourism and Archaeology\AL-Hussein Bin Talal University, Jordan.</i>
January- May 2015	Member, Scientific Committee in the <i>Jordan Second International Conference on Tourism and Hospitality</i> , <i>Yarmouk University, Jordan</i> , 12 -16 May 2015.
January 2018– Sep 2018	Member, Scientific Committee in <i>International Symposium on Advancements in Tourism, Recreation and Sports Sciences (ATRSS)</i> ”, <i>Podgorica, Montenegro</i> , 5 – 8 September 2018.
Nov 2018 – Sep 2019	Member, Scientific Committee in <i>International Symposium on Advancements in Tourism, Recreation and Sports Sciences (ATRSS)</i> ”, <i>Eskişehir, Turkey</i> , 12 – 15 June 2019.
Dec 2019 – Nov 2020	Member, Scientific Committee in <i>Global 2020 Congress on Economics, Business, Management and Financial Sciences</i> , <i>Aqaba, Jordan</i> , 13-15 November,

	2020.
Oct 2020 – April 2021	Member, Scientific Committee in <i>the Conference on Managing Tourism Across Continents</i> , Turkey, 1-3 April, 2021.
Jan 2021 – May 2021	Member, Scientific Committee in <i>Global Conference on Services and Retail Management (GLOSERV 2021)</i> , University of South Florida, USA & University of Naples Federico II, Italy, 11-13 May, 2021.
Jan 2022 – March 2022	Member, Scientific Committee in <i>the 7th International Conference of the Faculty of Tourism and Hotel Management Entitled “Tourism and Hospitality in a Changing World”</i> , Yarmouk University, Jordan, 30-31 March, 2022.
Organising Committees:	
Date	Committee
Sep 2014 – May 2015	Member, Organising Committee in <i>The 1st Petra International Conference on Cultural Tourism (PCCT)</i> , 17-19 May 2015, Petra College for Tourism and Archaeology \Al-Hussein Bin Talal University, Jordan.
Dec 2019 – Nov 2020	Chair, Organising Committee in <i>Global 2020 Congress on Economics, Business, Management and Financial Sciences</i> , Aqaba, Jordan, 13-15 November, 2020.
June –August 2022	Chair, The 1 st Annual Conference on <i>“The role of Media on Tourism Promotion and Entrepreneur Business and Small Projects”</i> , 17-18 August 2022, Petra College for Tourism and Archaeology \Al-Hussein Bin Talal University, Jordan.
Editorial Responsibilities	
<u>Editor-in-Chief:</u>	
Jan 2020 – Present	<i>International Journal of Hospitality and Tourism Studies (IJHTS) – Refaad</i>
<u>Journal Executive Editor:</u>	
June 2014-Sep.2021	<i>International Journal of Tourism and Hospitality Reviews (IJTHR)</i>
<u>Journal Associate Editor:</u>	
March 2018-Present	<i>International Journal of Tourism and Hospitality Management in the Digital Age– IGI Global</i>
May 2018 – Present	<i>Hospitality & Tourism Management International Journal-Medcrave</i>
<u>Journal Article Editor:</u>	
Nov. 2014 – Present	<i>SAGE Open – SAGE Journals</i>
Oct. 2017 – Present	<i>Journal of Tourism & Hospitality – Longdom Publishing SL</i>
Sep. 2018 – Present	<i>Journal of Hotel and Business Management – Longdom Publishing SL</i>
<u>Hospitality Section Editor:</u>	
Sep. 2021 – Present	<i>International Journal of Tourism and Hospitality Reviews (IJTHR)</i>
Journal Editorial Board Member:	
<i>International Journal of Economics, Commerce and Management (IJECM) EDUVED International Journal of Interdisciplinary Research European Academic Research European Journal of Academic Essays (EJAE) Journal of Tourism Management Research –PAK Publishing Journal of Business Administration and Management Sciences Research-APEX Journals International Journal of Business & Management Science- EPH International Journal of Research in Tourism and Hospitality-ARC Publications American Research Journal of Business and Management- ARJ Journal of Tourism & Hospitality– Longdom Publishing SL International Review of Management and Business Research (IRMBR) International Journal of Research in Business Studies and Management-Sryahwa International Journal of Emerging Trends in Social Sciences (IJETSS) Journal of Tourism and Hospitality Management (JTHM)-David Publishing International Journal of Culture, Hospitality and Tourism Research- AI Publications International Journal of Scientific Engineering and Science (IJSES) Journal of Research in Business, Economics and Management (JRBEM) Journal of Tourism Management Research- Conscientia Beam International Journal of Management and Sustainability-Conscientia Beam Journal of Hotel and Business Management – Longdom Publishing SL International Journal of Recent Research and Review Science Journal of Business and Management-Science Publishing Group Asian Development Policy Review-Asian Economic and Social Society </i>	

Open Journal of Human Resource Management –[SRYAHWA](#) | Journal of Advance Research in Medical & Health Science | Environment and Social Psychology-[Whioce](#) | International Journal of Hospitality and Tourism Management-[Science PG](#) | Journal of Research in International Business and Management | GSI Journals-[Global Science Institute](#) | Serie A: Advancements in Tourism, Recreation and Sports Sciences ([ATRSS](#)) | International Journal of Tourism & Hotel Business Management)-[SciTech Central Inc., USA](#) | IOJPH – International open Journal of Business & Management Science | Journal of Global Business Insights (JGBI), [University of South Florida, USA](#) | International Journal of Contemporary Hospitality Management ([IJCHM](#))-[Emerald](#) | Modern Management Forum – [Universe Scientific Publishing Pte. Ltd., Singapore](#) | Energy Resource Environmental and Sustainable Management, [UK](#) | Journal of Tourism & Sports Management ([IJTHM](#))- [SciTech Central Inc., USA](#) | Journal of Global Hospitality and Tourism-[University of South Florida, USA](#) | Journal of Business and Technology Management- [Holy Knight Publication, UK](#) | Global Journal of Sociology and Anthropology | International Journal on Economics, Finance and Sustainable Development ([IJEFSD](#)) | NHI Hospitality International Journal | International Suleiman Journal |

Journal Editorial Review Board Member (Ad hoc Reviewer):

The Service Industries Journal ([Taylor & Francis](#)) | International Journal of Contemporary Hospitality Management ([IJCHM](#)) ([Emerald](#)) | Tourism and Hospitality Research (THR) ([Sage](#)) | International Journal of Tourism Cities ([Emerald](#)) | Journal of Destination Marketing & Management ([Elsevier](#)) | European Research on Management and Business Economics ([Elsevier](#)) | Journal of Hospitality & Tourism Research ([Sage](#)) | International Journal of Management and Commerce Innovations ([Research Publish Journals](#)) | European Journal of Tourism Research ([Varna University of Management](#)) | American Journal of Applied Science ([Science Publications](#)) | International Journal of Tourism and Hospitality Management in the Digital Age ([IGI Global](#)) | e-Review of Tourism Research ([eRTR](#)) | [Almatourism](#)- Journal of Tourism, Culture and Territorial Development | Journal of Management Research ([Macrothink Institute](#)) | Global Journal of Management and Business Research ([GJMBR](#)) | Journal of Tourism and Hospitality Management ([JTHM](#)) ([David Publishing](#)) | Management and Organizational Studies (MOS) ([Sciedu Press](#)) | International Research Journal of Public and Environmental Health ([IRJPEH](#)) | Tourism and Management Studies | Open Science Journal | OALib Journal | Intangible Capital ([Omnia Science](#)) | International Journal of Economic and Business Management | International Journal of Political Science and Development | Journal of Applied Management Science | Pakistan Journal of Society, Education & Language | Academy of Marketing Studies Journal ([Allied Journals](#)) | International Journal of Economics Management and Social Science ([IJEMSS](#)) ([Salewangang Indonesia](#)) | Modern Applied Science Journal ([Canadian Center of Science and Education](#)) | Business and Management Research Journal | Enlightening Tourism-A Pathmaking Journal ([Huelva University](#)) | International Journal of Arts, Humanities, Literature and Science ([IJAHLS](#)) | Journal Dirasat: Human and Social Sciences ([University of Jordan](#)) | Employee Responsibilities and Rights Journal ([Springer](#)) | Frontiers Psychology ([Frontiers](#)) | Sustainability ([MDPI](#)) | Iranian Journal of Management Studies ([IJMS](#)) | Applied Sciences ([MDPI](#)) |

External Reviewer:

Date	Symposium \ Conference \ University
May 2015	The Jordan Second International Conference on Tourism and Hospitality, Yarmouk University, Jordan, 12 -16 May 2015.
November 2015	Deanship of Research, Sultan Qaboos University, Oman.
March 2016	The First International Conference of Tourism Management & Heritage Conservation, Hashemite University, Jordan, 15-18 March 2016.
April 2016	International Conference on Tourism, Prague–Czech Republic, 19-21 July 2016.
June 2017	Global Conference on Hospitality, Tourism, Event and Leisure Management. Florida International University’s Biscayne Bay Campus, North Miami, Florida, USA, 14-17 March 2018.
December 2017	The 4 th Edition of International Symposium on Tourism in the Arab World (ISTAW-4). The Nationals Tourism: Experiences, Practices And Development Opportunities. Algiers, University of Sciences and Technology Houari Boumediene (USTHB), 20-22 October 2018.
December 2017	The 47 th European Marketing Academy (EMAC) Annual Conference “People Make Marketing”. University of Strathclyde, Glasgow, UK, 29 May-1 June 2018.
January 2018	The 9 th EMAC Regional Conference “Marketing Challenges, Innovations and Trends in Emerging Markets”, Prague, Czech Republic, 12-14 September 2018.
April 2018	International conference “Our Heritage between Sustainability and Crises”, Mutah University and Al-Hussein Bin Talal University, Jordan. 9-11 April 2018.

June 2018	<i>TMS ALGARVE 2018- Tourism & Management Studies International Conference. Algarve, Portugal, 14-17 November 2018.</i>
October 2018	<i>The 48th European Marketing Academy (EMAC) Annual Conference. Universitat Hamburg, Hamburg, Germany, 28-31 May 2019.</i>
Sep 2019	<i>The 49th European Marketing Academy (EMAC) Annual Conference. Corvinus University, Budapest, Hungary, 27-29 May 2020.</i>
Jan 2020	<i>The EMAC 2020 Regional Conference, Zagreb, Croatia. 16-19 September 2020.</i>
Sep 2020	<i>The 50th European Marketing Academy (EMAC) Annual Conference. Madrid, Spain, 25-28 May 2021.</i>
March 2021	<i>The EMAC 2021 Regional Conference, Warsaw, Poland. 22 -24 September 2021.</i>
August 2021	<i>The EMAC Annual Conference 2022, Budapest, Hungary, 24-27May, 2022.</i>
March 2022	<i>The 7th Conference of the Faculty of Tourism and Hotel Management Entitled “Tourism and Hospitality in a Changing World”, Yarmouk University, Jordan. 30-31March, 2022.</i>
Sep. 2022	<i>The EMAC Annual Conference 2023, Odense, Denmark 23-26 May, 2023.</i>
Attended Seminars\Conferences\Workshops\Professional Certificates:	
Date	Seminar\Conference\Workshop\Certificate
23 January 2009	“Academic Writing: Writing the Literature Review” organised by Postgraduate Skills Development Programme, University of Surrey \UK
27 January 2009	“Analysing Data Using Excel” organised by Postgraduate Skills Development Programme, University of Surrey \UK
28 January 2009	“Basic Presentation Skills” organised by Postgraduate Skills Development Programme, University of Surrey \UK
29 January 2009	“PowerPoint for Presentations” organised by Postgraduate Skills Development Programme, University of Surrey \UK
9 February 2009	“PhD Project Management (Online)” organised by Postgraduate Skills Development Programme, University of Surrey \UK
15 February 2009	“How to achieve what do you want” organised by University of Surrey, Guildford, UK
17 February 2009	“Academic Writing: Adapting Texts for presentations” organised by Postgraduate Skills Development Programme, University of Surrey \UK
27 March 2009	“Academic Writing: Paraphrasing, Summarising & Referencing” organised by Postgraduate Skills Development Programme, University of Surrey \UK
16-17 April 2009	“Effective Researcher Programme” organised by University of Surrey & Vitae\UK
4 June 2009	“International Business Protocol” organised by Lausanne Hospitality Consulting\ Switzerland
25 February 2010	“Taking Your Research to the Public” organised by Postgraduate Skills Development Programme, University of Surrey \UK
3 November 2010	“Poster Presentations” organised by Postgraduate Skills Development Programme, University of Surrey \UK
11 November 2010	“Getting Published” organised by Postgraduate Skills Development Programme, University of Surrey \UK
15 November 2010	“Saying ‘No’ Positively” organised by Postgraduate Skills Development Programme, University of Surrey \UK
22 November 2010	“Academic Writing: Introductions and Conclusions” organised by Postgraduate Skills Development Programme, University of Surrey \UK
30 November 2010	“Academic Writing: Writing a Conference Paper” organised by Postgraduate Skills Development Programme, University of Surrey \UK
12 February 2014	“Crisis Management in Tourism” organised by Petra College for Tourism and Archaeology, Petra, Jordan.
10-14 May 2014	Siyaha Program: “Educate Educators in Tourism Research” organised by USAID, Amman, Jordan.
30 July 2014	“Leadership Consortium” organised by International CHRIE’s Career Advancement

	Academy, Sand Diego, California, USA
30 July-1 Aug. 2014	<i>Attending the International CHRIE Annual Conference in Sand Diego, California\USA (As Jordan Representative supported by USAID, Jordan)</i>
October 2014	<i>“Company Start-Up” Program organised by INJAZ, Aqaba, Jordan</i>
February 2015	<i>“National Fund for Tourism Risks” organised by Petra College for Tourism and Archaeology, Petra, Jordan.</i>
10 March 2015	<i>Attending “Company Start-Up” Program organised by INJAZ, Petra, Jordan</i>
10 March 2015	<i>Attending “We are Social Leaders” (WASL) Program organised by INJAZ, Petra, Jordan</i>
26 March 2015	<i>Attending “The role of society in preservation Petra” organised by Petra College for Tourism and Archaeology, Petra, Jordan.</i>
4 April 2015	<i>Attending “Cosmic healing Tourism in Petra” organised by Petra College for Tourism and Archaeology, Petra, Jordan.</i>
26-27 October 2015	<i>Attending “HERE Seminar on ICT-based learning: Opportunities for higher education learning and teaching” organised by Al-Hussein Bin Talal University-Petra College, Petra, Jordan.</i>
2 March 2016	<i>Attending “Rebounding from Tourism Crisis: Managing Jordan’s International Image” organised by Dar Al-Diafa for Tourism Human Resources Development Consultancy, Amman, Jordan</i>
8 September 2016	<i>Attending The Second Ministerial Regional “Culture under Threat” Conference, Amman, Jordan.</i>
26-27 October 2016	<i>Attending Regional Conference “Investing in Tourism for an Inclusive Future: Challenges and Opportunities”, Petra, Jordan.</i>
12 March 2017	<i>Attending “Quality Assurance” Workshop organised by Higher Education Accreditation Commission (HEAC), Al Hussein Bin Talal University, Jordan.</i>
30 July- 1 Aug. 2017	<i>Attending “End Note” Workshop, Al Hussein Bin Talal University, Jordan.</i>
13-14 Nov. 2017	<i>Attending Regional Conference “Tourism in MENA Cities: Competitiveness for Sustainable Growth”, Amman, Jordan.</i>
23-27 Aug. 2020	<i>ICDL Course (36 Training hours), Al-Shalabi Academy for Training & Development, Irbid, Jordan.</i>
9 Apr. 2021	<i>“Post-Crisis Hospitality Management Certificate” organised by University of South Florida, Muma College of Business, School of Hospitality and Tourism Management, Florida, USA.</i>
24 March-5 May 2021	<i>“Diversity, Equity and Inclusion in the Workplace Certificate” organised by University of South Florida, Muma College of Business, School of Hospitality and Tourism Management, Florida, USA.</i>
27 July 2021	<i>“Tourism Management at UNESCO World Heritage Sites (vol. 3)” Certificate organised by Université Paris1 Panthéon-Sorbonne, France.</i>
15 Sep. 2021	<i>International Computer Driving License (ICDL) Certificate –Specto, Amman, Jordan.</i>
9 Sep.-12 Oct 2021	<i>Effective Teaching and Learning in Higher Education (Certificate) organised by Queen Rania Teacher Academy, Amman, Jordan.</i>
20 Oct 2021	<i>Foundation of Project Management (Certificate) organised by Coursera.</i>
31 Oct-28 Nov 2021	<i>Engagement in Virtual Learning Environment (Certificate) organised by Queen Rania Teacher Academy, Amman, Jordan.</i>
Activities:	
Date	Activity
9 December 2013	<i>A lecture in “the Business Leaders Campaign”, INJAZ, Petra, Jordan.</i>
8 April-8 May 2014	<i>Workshop “Business Ethics” Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.</i>

3 March-17 May 2015	Workshop “Company Start-Up” Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.
13 December 2015	A lecture in “the Business Leaders Campaign”, INJAZ, Petra, Jordan.
22 March-5 May 2016	Workshop “Communication Skills” Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.
22 March-5 May 2016	Workshop “We are Social Leaders” (WASL) Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.
25 September 2017	Workshop “Training for Trainers” (TOT), Ministry of Youth, Petra, Jordan.
30 October 2017	A lecture in “the Business Leaders Campaign”, INJAZ, Petra, Jordan.
6 March 2018	A lecture in “Small Business Management and Feasibility Study”, Ministry of Social Development, Petra, Jordan.
12 November 2018	A lecture in “the Business Leaders Campaign”, INJAZ, Petra, Jordan.
Sep 2019- March 2020	Supervisor in Pilot project “Visitor Tracking & Survey at the Temple of the Winged Lions, Petra” is initiated by ACOR’s Temple of the Winged Lions Cultural Resource Management (TWLCRM) Initiative and supported by the USAID Sustainable Cultural Heritage Through Engagement of Local Communities Project (SCHEP).
30 Nov 2019	A lecture in “Jordan Tourism”, Wadi Mousa Secondary School for Girls, Petra, Jordan.
12 Oct 2020	A lecture in “Woman and the Tourism Sector in Petra”, Ministry of Youth, Al-Taybeh Young Women Center, Petra, Jordan.
18 Feb 2021	Keynote Speaker in “The Fourth Tourism Forum” under the title “Virtual Tourist Destinations: Sustainability and the Power of Attraction”, the College of Arts, Humanities and Social Sciences at the University of Sharjah branch in Al Dhaid city.
8 April 2021	A lecture in “Tourism Challenges and Sustainable Development”, Ministry of Youth, Al-Taybeh Young Women Center, Petra, Jordan.
21 April 2021	A lecture in “Woman and the Tourism Industry”, Ministry of Youth, Al-Taybeh Young Women Center, Petra, Jordan.
13-14 Oct. 2021	Keynote Speaker in “1st Petra Forum for Vocational and Technical Education - Hotel and Tourism Field” under the title “The role of Petra College for Tourism and Archaeology in preparing trained qualifications for a job market”, Ministry of Education, Petra, Jordan.
30-31 March 2022	Chair of Session in the 7 th International Conference of the Faculty of Tourism and Hotel Management Entitled “Tourism and Hospitality in a Changing World”, Yarmouk University, Jordan.

Master Theses Supervision:

• Completed Master thesis I have supervised:

1. 2020, Fayeze AlSalameen: *The Impact of Empowerment on Technical Performance of Restaurants Staff in Petra*. Tourism Department, Al-Hussein Bin Talal University, Jordan.
2. 2020, Ail Ajarmeh: *The Impact of Human Resource Management Practices on Employee Turnover in Five-Star Hotels in Amman- Jordan*. Tourism Department, Al-Hussein Bin Talal University, Jordan.
3. 2021, Firas Daradkeh: *The Impact of Marketing Mix Application on Hotel Performance (Service Quality, Tourist Satisfaction, and Tourist Trust) in the Hotel Industry in Aqaba City*. Tourism Department, Al-Hussein Bin Talal University, Jordan.

Master Theses Defense Committee Member:

• **Head of Examination Committee: MSc Thesis in Tourism Management, Al-Hussein Bin Talal University, Jordan.**

1. The title of thesis: “*The Impact of Empowerment on Technical Performance of Restaurants Staff in Petra*” by Fayeze AlSalameen, 19 May 2020.
2. The title of thesis: “*The Impact of Human Resource Management Practices on Employee Turnover in Five-Star Hotels in Amman- Jordan*” by Ail Ajarmeh, 20 May 2020.
3. The title of thesis: “*The Impact of Marketing Mix Application on Hotel Performance (Service Quality, Tourist Satisfaction, and Tourist Trust) in the Hotel Industry in Aqaba City*” by Firas Daradkeh, 7 April 2021.

• **Internal Examiner: MSc Thesis in Tourism Management, Al-Hussein Bin Talal University, Jordan.**

1. The title of thesis: “*Analysing the Impact of the Application of Management Style by Objectives on Organisational Performance in the Hotel Sector in Petra*” by Mohammed Twaissi, 9 Dec. 2019.
2. The title of thesis: “*Leadership and Woman in the Tourism Industry in Jordan*” by Obaida Hasanat, 9 Dec. 2019.
3. The title of thesis: “*The Impact of Event Tourism on Tourist Satisfaction in Jordan*” by Mohammed Alfarajat, 21 May 2020.
4. The title of thesis: “*The Impact of Knowledge on Food and Beverage employee’s practices in serving Disability guests: Field study four and five-star hotels in Amman-Jordan*” by Raeda Abusamra, 8 April 2021.

• **External Examiner: MSc Thesis in Tourism Management**

1. The title of thesis: “*Factors Influencing Employees' Job Performance and their Intentions to Quit the Work in Jordanian Hotels; A New Measurement of the Role of Internal Marketing*” by Saleh Malkawi. Tourism Department, **Yarmouk University, Jordan.** 14 June 2020.
2. The title of thesis: “*The Image of Universities as Perceived by Conference Participants: Yarmouk University-Jordan as a Case Study*” by Naser Alghadi. Tourism Department, **Yarmouk University, Jordan.** 8 June 2021.
3. The title of thesis: “*Corporate Social Responsibility and Community Development: The Case of Dead Sea Hotels*” by Ghaith Malkawi. Tourism Department, **Yarmouk University, Jordan.** 5 August 2021.
4. The title of thesis: “*Destination Marketing through Conference Tourism: The Case Study of Jordan*” by Maysoun Alghazo. Tourism Department, **Yarmouk University, Jordan.** 13 January 2022.
5. The title of thesis: “*Modeling Domestic Tourists’ Loyalty towards Aqaba Hotels: Moderating Effect of Price Theory*” by Mohammed Alananbeh. Tourism Department, **Yarmouk University, Jordan.** 2 June 2022.

• **External Examiner: PhD Thesis in Hospitality and Tourism Management**

1. The title of thesis: “*Feminist leadership in hospitality industry in Hainan, China: The moderating effect of cultural attributes on the relationship between personality traits and transformational leadership*” by Wu Liujie. School Of Hospitality, Tourism & Events, **Taylor’s University, Malaysia.** 20 June 2022.

List of Publications:

Refereed Journal Articles:

- **Al-Ababneh, M.M.**, Al-Shakhsheer, F.J., Habiballah, M.A. & Al-Badarneh, M.B. (2022). Assessing the impact of the COVID-19 pandemic on tourism workers’ health and well-being in Jordan. *Tourism & Management Studies*, 18(2), 19-38.
- **Al-Ababneh, M.M.**, Al-Shakhsheer, F.J., Al-Badarneh, M.B. & Masadeh, M.A. (2022). The Role of Total Quality Management Practices in Improving Service Recovery Performance through Service Innovation in Jordan’s Five-Star Hotels. *African Journal of Hospitality, Tourism and Leisure*, 11(1), 169-189.
- **Al-Ababneh, M.M.**, Masadeh, M.A.; Al-Sabi, S.M.; Al-Badarneh, M.B. (2021). Achieving Service Recovery through Service Innovation in the Hotel Industry: The Critical Role of Employee Empowerment. *Enlightening Tourism. A Pathmaking Journal*, 11(1), 40-88.
- Rawashdeh, A.A. and **Al-Ababneh, M.M** (2021). Hotel Guests’ Perceptions of Environmentally Friendly Practices in Jordan. *Journal of Environmental Management and Tourism*, (Volume XII, spring), 1(49), 107-

- **Al-Ababneh, M.M. (2021)**. The implementation of Total Quality Management (TQM) in the hotel industry. *International Journal of Tourism and Hospitality*. 1(1), 25-34.
- Alajarmeh, A.M., **Al-Ababneh, M.M. (2020)**. The impact of human resource management practices on employee turnover in five-star hotels in Amman- Jordan. *International Journal of Hospitality and Tourism Studies*, 1(2), 64-98.
- Masadeh, M., **Al-Ababneh, M.M.**, Al-Sabi, S. M. (2020). A Comprehensive Research on Empowerment and Service Recovery Performance at Five-Star Hotels in Jordan. *American International Journal of Contemporary Research*, 10(3), 18-36.
- Habiballah, M.; Alhelalat, J.; Masadeh, M. **Al-Ababneh, M.M. (2020)**. Use of the Health Belief Model (HBM) to Examine Food Handlers' Practices in Five Stars Hotels at Petra City, Jordan. *Journal of International Business and Economics*, 8(1), 32-39.
- **Al-Ababneh, M.M. (2020)**. Creative Cultural Tourism as a New Model of the Relationship between Cultural Heritage and Tourism. *International Journal of Hospitality and Tourism Studies*, 1(1), 39-44.
- Masadeh, M., Alhammad, F., **Al-Ababneh, M. M.**, Al-Sabi, S. (2020). Exploring the Role of Training Abroad Programs for Department Head Managers of International Hotel Chains in Jordan: Perceptions and Attitudes. *International Journal of Academic Research in Business and Social Sciences*, 10(6), 872–891.
- **Al-Ababneh, M. (2020)**. Linking Ontology, Epistemology and Research Methodology. *Science & Philosophy-Journal of Epistemology, Science and Philosophy*, 8(1), 75-91.
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