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MAMOUN AHMAD HABIB ALLAH

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| Personal Information | |
|  | Marital status: Married   1. Nationality: Jordanian 2. Date of Birth: 4th October 1976 3. Place of Birth: Jordan |
| Education | |
|  | 2010 Manchester Metropolitan University UK  **PH.D in Food & Beverage Management**  2006 Manchester Metropolitan University UK  **MSc in International Hospitality Management**  2006 Yarmouk University Jordan  **M.B.A with a specialization in Business Administration**  Achieved (82.5) (very good) throughout college  2005 The university Center “César Ritz” (UCCR) Switzerland  ***Postgraduate Diploma in International Hospitality Management***  *GPA (3)*  2001 Yarmouk University Jordan  ***Bachelor Degree in Business Administration (major) Marketing (minor)***  *Achieved (79.6) throughout college*  1997 The Intermediate University College Jordan  ***Diploma in Accommodation Management***  *I was the second in this specialization in the kingdom* |
| AWARDS | |
|  | 2013 ‘Shargah-U.A.E Award’ for the best PhD thesis in Business Administration in the Arab world, the 2nd place.  2012 ‘The Best Research Paper’ at the Council for Hospitality Management Education annual international research conference (CHME). |
| Qualifications | |
|  | * Research & reporting. * Ability to perform different types of data analysis. * Familiar with windows platforms and MS-office. * Internet Surfer. * Listening and Communication skills. * Training and lecturing skills. * Ability to build and update knowledge of and profession related topics through scientific search and accessing of credible databases and search engines. * Diet Planning. |
| Work experience | |
|  | 2018 - Until the date Al-Hussain Bin Talal University Jordan  **Lecturer (MSc program of tourism management)**  2017 - Until the date Al-Hussain Bin Talal University Jordan  **Trainer (culinary vocational diploma)**  2010 - Until the date Al-Hussain Bin Talal University Jordan  **Trainer (tour guides licensing programs)**  2010 - Until the date Al-Hussain Bin Talal University Jordan  **Associate Professor**  11\10\2007 - 11\12\2009 Manchester Metropolitan University UK  **Associate Lecturer**  15\06\2008 - 10\03\2009 The Lowery Art and Entertainment UK  **Market Research**  04\01\2006 - 04\06\2006 University Center “César Ritz” Switzerland  **Library Assistant**  16\11\2001 - 24\5\2004 Elementary School Jordan  ***Clerk***  17\10\2000 - 15\11\2001 Vocational Secondary School Jordan  ***Teacher of Accommodation*** |
| Published articles | |
|  | 1. Al-Ababneh, M. M., Al-Sabi, S. M., Al-Shakhsheer, F. J & Habiballah, M. A. (2018). Mediating role of empowerment between Total Quality Management (TQM) and service recovery performance in the hotel industry. *Journal of Spatial and Organizational Dynamics*, 6 (3), pp. 286-313. 2. Habiballah, M. A., Al-Shakhsheer, F. J., Al-Sabi, S. M and Masadeh, M. A. (2018). Food safety training: a study of food handlers working in hotels in the North of Jordan. *European Scientific Journal*, 14(26), pp. 127-148. 3. Al-Ababneh, M. M., Masadeh, M. A., Al-Shakhsheer, F. J & Habiballah, M. A. (2018). The impact of internal service quality on job satisfaction in the hotel industry. *Research in Hospitality Management*, 8 (1), pp. 55-62. 4. Masadeh, M., Al-Ababneh, M., Al-Sabi, S and Habiballah, M. (2018). Female tourist guides in Jordan: why so few?. *European Journal of Social Sciences*, 56 (2), pp. 89-102. 5. Al-Shakhsheer, F. J., Habiballah, M. A., Al-Ababneh, M. M and Alhelalat, J. A. (2017). Improving hotel revenue through the implementation of a comprehensive dynamic pricing strategy: a conceptual framework and empirical investigation of Jordanian hotels. *Business Management Dynamics*, 7 (6), pp. 19-33. 6. Al-Shakhsheer, F. J., Habiballah, M. A., Al-Ababneh, M. M and Al-Sabi, S. M. (2017). Financial implications of competitive pricing strategies: Evidence from the Jordanian hotel industry. *Business Management Dynamics*, 7 (5), pp. 16-26. 7. Alhelalat, J. A and Habiballah, M. A. (2017). A model of service quality aspects conveyed in hotel advertising. *Enlightening Tourism. A Pathmaking Journal*, 7 (2), pp. 99-124. 8. Alhelalat, J. A., Habiballah, M. A and Twaissi, N. M. (2017). The impact of personal and functional aspects of restaurant employee service behavior on customer satisfaction. *International Journal of Hospitality Management*, 66, pp. 46-53. 9. Habiballah, M. A. Al-Shakhsheer, F. J and Al-Ababneh, M. M. (2017). Restaurant employees’ food handling practices in Irbid city, Jordan. *Journal of Tourism and Hospitality Management*, 5(1), pp. 1-27 10. Al-Sabi, S. M., Al-Ababneh, M. M., Habiballah, M. A and 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*, 9(1), pp. 135-151. 11. Habiballah, M. A., Alhelalat, J. A and Twaissi, N. M. (2016). The effect of tourists’ national culture on perceived performance of restaurant in Petra, Jordan, *International Business Research*, 9(3), 1-15. 12. Habiballah, M. A. (2016). The impact of nutrition education on dietary practices: a study of female hospitality management students in Jordanian public universities. *European Journal of Social Sciences*, 53(4), pp. 288-297. |
| CONFERENCES & WORKSHOPS | |
|  | 1. Habiballah, M. A. 2017, Traditional foods and tourism: the experience of tourists in Petra, Jordan, paper presented at *The first conference on the archaeology and tourism of the Maan governorate*, Petra College at Al-Hussein Bin Talal University (AHU): Petra, Jordan, 3-4 October. 2. Habiballah, M. A. 2017, The impact of nutrition knowledge on dietary practices of female nursing students in Jordan, paper presented at *Conference on Development Prospects of Tourism and Hospitality in Jordan,* University of Jordan: Aqaba, Jordan, February.      1. Habiballah, M, Ineson, E & AboIrsheid, G. 2013, The role of food safety training in improving food handlers’ practices, paper presented at *Council for Hospitality Management Education annual international research conference,* Edinburgh, May.      1. Habiballah, M & Ineson, E 2012, The relationship between the individualism/collectivism cultural dimension and food handler's practices, paper presented at *EuroCHRIE*, Lausanne, 25 – 27 October.      1. Habiballah, M & Ineson, E 2012, Factors affecting food handlers' food safety behavior in Jordanian hotels, paper presented at *Council for Hospitality Management Education annual international research conference,* Birmingham, May. 2. Habiballah, M 2007, Food and Beverage managers' perception of HACCP in Jordanian hotels, Paper presented at *Jordan's first international conference in hospitality and tourism,* Amman, 28 – 30 October. 3. 2015 The workshop of “National Fund for Tourism Risks”-Petra college/Al-Hussein Bin Talal University at Petra, Ma’an-Jordan. 4. 2014 Siyaha Program-USAID AMMAN-JORDAN Higher Educator Workshop-Phase (3).      1. 2013 Siyaha Program-USAID AMMAN-JORDAN Higher Educator Workshop-Phase (2). |
| ACTIVITIES | |
|  | 2018 - Until the date Al-Hussein Bin Talal University Jordan  Head of administrative committee for vocational diploma of culinary art.  2018 - Until the date Higher Education Accreditation Commission  Member of culinary education committees & quality criteria consultant  2014 - Until the date International Journal of Contemporary Hospitality Management USA  Reviewer  2017 – 2018 Al-Hussain Bin Talal University Jordan  Member of Petra Faculty Council  2017 Member of tour guiding training program selection committee: nominated by Al-Hussein Bin Talal University to the Jordanian Ministry of Tourism and Antiques.  2017 Member of curriculum development committee for high schools education of hotel services stream: nominated by Al-Hussein Bin Talal University to the Jordanian Ministry of Education.  2017 Member of curriculum development committee for hotel and tourism management bachelor programmers at Petra collage/Al-Hussein Bin Talal University.  2016/2017 Member of scientific research committee of Petra collage/Al-Hussein Bin Talal University.  2015 Chair of session in the International Petra Conference on Cultural Tourism (PCCT) at Petra collage/Al-Hussein Bin Talal University.  2014/2015 Member of students’ disciplinary committee at Petra collage/ Al-Hussein Bin Talal University.  2014/2015 Al-Hussain Bin Talal University Jordan  Member of The University Council  2013 – 2014 Al-Hussain Bin Talal University Jordan  *Member of Petra Faculty Council* |
| RESEARCH INTRESTS | |
|  | * Business Administration-HRM. * Culture. * Training * Hospitality Management. * Food & Beverage Management. * Food quality and safety. |
| Teaching & training courses | |
|  | **TRAINING:**   * Business & Dining Etiquettes. * Culture of Tourism groups. * HACCP.   **TEACHING:**   * Tourism Destinations’ Culture. * Marketing & Marketing Research * Data Analysis. * Tour Guiding. * Introduction to Hospitality. * F&B services & Food Safety. * Nutrition. |
| Hobbies | |
|  | Herbal Medication, Massaging, Sharing cultural issues, Cooking (especially making appetizers), Imitating people & listening to different radio broadcasts. |
| Languages | |
|  | Arabic (mother tongue)  Excellent communication skills of English Language (IELTS) score 6.0  Basic knowledge of French Language (Level Three) |