

Prof. Mukhles Mansour Ahmad Al-Ababneh

Current position:	Full Professor of Management Studies\Hospitality and Tourism Management		
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)		
Contact:	Email: mukhles.ababneh@ahu.edu.jo		
	mukhles.ababneh@gmail.com		
Research Links:	Google Scholar . ResearchGate . Scopus . SSRN . ResearcherID . ORCID .		
My University Page:	AHU-Al-Ababneh		
Areas of Research Expertise:		Areas of Teaching Expertise:	
<ul style="list-style-type: none">• Human Resources Management• Total Quality Management (TQM)• Service Quality & Service Recovery• Leadership & Empowerment• Creativity & Innovation• Sustainability and Entrepreneurship• Work Environment		<ul style="list-style-type: none">• Hospitality and Tourism Management• Research Methods in Hospitality and Tourism• Human Resources Management in Hospitality and Tourism• Strategic Management in Hospitality and Tourism• Quality Management in Hospitality and Tourism• Service Management in Hospitality and Tourism• Hospitality and Tourism Marketing	
Academic Qualifications:			
Year	Degree		
2008 – 2011	Doctor of Philosophy (Ph.D.) Degree in Management Studies\International Hospitality Management. Master of Philosophy (MPhil) Degree in Management Studies\International Hospitality Management as a part of my PhD program. Faculty of Business, Economics and Law, University of Surrey, UK. Thesis Title: [<i>An Exploration of the Effect of Total Quality Management (TQM) Implementation on Organisational Creativity in Jordanian Resort Hotels</i>].		
2005 – 2007	Master of Science (M.Sc.) Degree with Merit in International Hospitality Management. School of Food, Consumer, Tourism and Hospitality Management, Manchester Metropolitan University, UK. 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. University Centre César Ritz, Switzerland.		
2002 – 2003	Master (M.A) Degree in Strategic Management for Sustainable Development. School of Economics, Management, and Statistics, Bologna University, Italy.		
1997 – 2001	Bachelor (B.Sc.) Degree in Business Administration with Honors (1 st ranking). School of Business, Mutah University, Jordan.		
1995 – 1997	Intermediate Diploma (Dip.) Degree of Medical Rays with Honors (1 st ranking). Al-Balqa Applied University, Institute of Medical Profession, Irbid, Jordan.		

Language Proficiencies:	
<ul style="list-style-type: none"> • Arabic (Native) • English (Full Professional Proficiency) 	<ul style="list-style-type: none"> • Italian (Beginner) • French (Beginner)
Professional Skills:	Computer Skills:
<ul style="list-style-type: none"> • Academic Administrative Skills • Study Plans Development Skills • Curriculum Development Skills • Teaching and Training Skills • Research & Reporting Skills • Consulting and Development Skills • Education Quality and Accreditation Skills • Quality Standards Building Skills 	<ul style="list-style-type: none"> • MS Office Applications: Word, Excel, Power Point, Publisher, Database Access. • Data Quantitative Analysis: <ul style="list-style-type: none"> ▪ SPSS (Statistical Package for Social Sciences) Programme • Data 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)
Teaching Experience:	
Date	Position
4 Oct. 2022 – Present 27 March 2017- 3 Oct. 2022 2 Jan 2012 - 26 March 2017 16 Sep. 2007 - 14 Sep. 2008	Full Professor in Hospitality and Tourism Management Associate Professor in Hospitality and Tourism Management Assistant Professor in Hospitality and Tourism Management Full-time Lecturer in Hospitality and Tourism Management Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, AHU, Jordan.
Professional Experience:	
Date	Position
6 Oct. 2022 – 3 Oct. 2024	Dean of Petra College for Tourism and Archaeology, AHU, Jordan.
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, AHU, Jordan.
3 Dec. 2020 -5 Oct. 2022 6 Sep. 2015 -18 Sep. 2016	Vice Dean of Petra College for Tourism and Archaeology, AHU, Jordan.
1 August-26 August 2021	Director of Princess Basma Center for Intangible Cultural Heritage, AHU, Jordan.
1 Dec. 2020 -5 Oct. 2022	Dean Assistant for Development Affairs and Quality Assurance, AHU, Jordan.
1 Oct. 2019 - 5 Oct. 2023 3 June 2012 - 5 Sep. 2015	Chair of the Department of Hotel and Tourism Management, AHU, Jordan.
10 July- 27 August 2016	Acting Chair of the Department of Hotel and Tourism Management, AHU, Jordan.
10 July -31 July 2016	Acting Chair of the Department of Archaeology, AHU, Jordan.
1Oct. 2005 - 31March 2006	Cost Control Supervisor at Institut Hôtelier “César Ritz”, Bouveret, Switzerland.
19 Jan. 2004 -3 Oct. 2004	Administrative Officer at The University of Jordan, Jordan.
14 Nov. 2002 -14 Feb. 2003	Researcher in the Externalities of Energy in Italy and the Region of Emilia-Romagna. ARPA (Environment Organisation), Bologna, Italy
2 May 1999- 6 April 2002	Administrative Officer at Ministry of Health, Jordan
More Detailed Information:	
<ul style="list-style-type: none"> • If you need more information, feel free to contact me via email: mukhles.ababneh@gmail.com 	