

S. Kyle Hight
skhight@uh.edu

EDUCATION

The University of Central Florida, Rosen College of Hospitality Management, Orlando, FL
Doctor of Philosophy, Hospitality Management

Georgia State University, J. Mack Robinson College of Business, Atlanta, GA
Master's Degree of Professional Accountancy (M.P.Acct.)
Master's Degree of Science in Global Hospitality Management
Bachelor's Degree of Business Administration, Hospitality Administration

The Culinary Institute of America, Hyde Park, NY
Associate Degree of Occupational Studies, Culinary Arts

WORK EXPERIENCE

Academic Appointments

University of Houston

Assistant Professor

September 2024 – Present

Classes Taught (F = Face-to-Face; O = Online)

GHL 2343: Hospitality Cost Controls (F)

Georgia State University

Clinical Assistant Professor

August 2020 – July 2024

Visiting Lecturer

August 2018 – July 2020

Classes Taught (F = Face-to-Face; O = Online)

HADM 3010: Perspectives in the Hospitality Industry (F)

HADM 3403: Business Analytics for Restaurant Management (F, O) (**Conceived and developed by me**)

HADM 3420: Restaurant/Foodservice Management (F)

HADM 3750: Hospitality Human Resources (F, O)

HADM 4100: Hospitality Financial Analysis (F, O)

HADM 4800: Hospitality Strategic Leadership (F, O)

HADM 8400: Financial Management Application in Hospitality Enterprises (F) (Graduate Course)

HADM 8500: Economic & Cultural Impact of Travel & Tourism (F) (Graduate Course)

HADM 8500: Feasibility Studies in the Hospitality Industry (F) (**Conceived and developed by me**) (Graduate Course)

University of Central Florida

August 2015 – August 2018

Teaching Assistant/Research Assistant/Instructor of Record

Classes Taught (F = Face-to-Face; O = Online)

HFT 2401: Hospitality Financial Accounting (F)

HFT 3540: Guest Services Management (F)

HFT 4464: Hospitality Industry Finance (F)

Professional Work Experience

BoccaLupo

Atlanta, GA

September 2014 – August 2015

Bacchanalia; Quinones at Bacchanalia

Atlanta, GA

February 2011 – September 2014

July 2007 – December 2009

Horwath HTL

Atlanta, GA

January 2013 – January 2014

St. Regis Hotel

Atlanta, GA

December 2010 – February 2011

Woodfire Grill

Atlanta, GA

December 2009 – December 2010

Saga Restaurant

Atlanta, GA

August 2006 – July 2007

Everest Restaurant

Chicago, IL

April 2004 – October 2004

The Woodlands Resort and Conference Center

The Woodlands, TX

April 2002 – September 2003

SCHOLARLY CONTRIBUTIONS

ABDC = Australian Business Deans Council**Publications: Refereed Scholarly**

Meira, J., Park, J. Y., **Hight, S. K.**, Bufquin, D., & Back, R. (2024). Sexual harassment, negative emotions, and turnover intention in the restaurant industry: The moderating effect of pay satisfaction. *Cornell Hospitality Quarterly*. (SSCI indexed and ranked A in ABDC)

- Hight, S.K.**, Kitterlin-Lynch, M., Cain, L., & Park, J.Y. (2024). What happens to restaurant employees during times of distress? A focus on separation strategies, emotional outcomes, and drinking behaviors. *International Journal of Hospitality Management*, *117*, 103632. (SSCI indexed and ranked A* in ABDC)
- Mistry, T. G., **Hight, S. K.**, Okumus, F., & Terrah, A. (2022). Managers from Heaven: How do hospitality employees describe good managers? *International Hospitality Review*, *36*(1), 2-24. (Ranked C in ABDC)
- Park, J. Y., **Hight, S. K.**, Meira, J., Bufquin, D., & Back, R. (2021). An examination of restaurant employee's work-life outlook: The influence of support systems during COVID-19. *International Journal of Hospitality Management*, *97*, 102992. (SSCI indexed and ranked A* in ABDC)
- Bufquin, D., Park, J. Y., Back, R., Meira, J., & **Hight, S. K.** (2021). Employee work status, mental health, substance use, and career turnover intention: An examination of restaurant employees during COVID-19. *International Journal of Hospitality Management*, *93*, 102764. (SSCI indexed and ranked A* in ABDC)
- Hua, N., **Hight, S. K.**, Wei, W., Ozturk, A., Zhao, X., Nusair, K., & DeFranco, A. (2019). The power of e-commerce: Does e-commerce enhance the impact of loyalty programs on hotel operating performance? *International Journal of Contemporary Hospitality Management*, *31*(4), 1906-1923. (SSCI indexed and ranked A in ABDC)
- Hight, S. K.**, Gajjar, T., & Okumus, F. (2019). Managers from "Hell" in the hospitality industry: How do hospitality employees profile bad managers? *International Journal of Hospitality Management*, *77*, 97-107. (SSCI indexed and ranked A* in ABDC)
- Hight, S. K.**, & Park, J. Y. (2019). Role stress and alcohol use on restaurant server's job satisfaction: Which comes first? *International Journal of Hospitality Management*, *76A*, 231-239. (SSCI indexed and ranked A* in ABDC)
- Hight, S. K.**, & Park, J. Y. (2018). Substance use for restaurant servers: Causes and effects. *International Journal of Hospitality Management*, *68*, 68-79. (SSCI indexed and ranked A* in ABDC)
- Lee, Y. K., Kim, S. H., Seo, M. K., & **Hight, S. K.** (2015). Market orientation and business performance: Evidence from franchising industry. *International Journal of Hospitality Management*, *44*, 28-37. (SSCI indexed and ranked A* in ABDC)

Publications: Under Review/Revision

- Sariisik, M., Cakmak, M., Ceylan, V., **Hight, S.K.**, & Kizildemir, O. (xxxx). A new model proposal in menu analysis: The 3P method. (**Under review at *British Food Journal***)

Hight, S. K., Bungcayao, J., Lanfranco, K., & Park, J. Y. (xxxx). Does emotion regulation increase role stress? Revisiting relationships among frontline employees. (***Under Revision*** at *Journal of Human Resources for Hospitality and Tourism*).

Working Papers (Selected)

Hight, S. K., Okumus, F., Park, J. Y., Bufquin, D., & Taheri, B. (xxxx). An investigation into the pop-up business model: Startup strategy and lifecycle perspectives (**Data Collected: Currently writing manuscript**) (Targeted for *International Journal of Hospitality Management*)

Hight, S. K. (xxxx). Perceptions of restaurant entrepreneurship: Evidence in support of the pop-up business model. (**Data Collected: Currently writing manuscript**) (Targeted for *Journal of Foodservice Business Research*)

Hight, S. K. (xxxx). ESOPs in the Hospitality Industry: Is it time for a revisit? (**Critical reflection paper: Currently writing manuscript**) (Targeted for *International Journal of Contemporary Hospitality Management's call for critical reflection papers*).

Park, J. Y., **Hight, S. K.**, Meira, J., Bufquin, D., & Back, R. (xxxx). Assessing aggressive workplace behaviors in the restaurant industry: Influence of work context. (**Data Collected: Currently analyzing**) (Targeted for *Journal of Hospitality Marketing and Management*)

Parrish, B., **Hight, S. K.**, & Kim, S. H. (xxxx). Behavioral activation and behavioral inhibition systems: Impacts on employee alcohol use. (**Model development in progress**) (Targeted for *International Journal of Contemporary Hospitality Management*).

Publications: Refereed Conference Proceedings

Hight, S. K., Okumus, F., Park, J. Y., Bufquin, D., & Altinay, L. (2019). The viability of the pop-up business model for firm creation: What is the food and beverage industry telling us? In *5th World Research Summit for Tourism and Hospitality*. Orlando, FL.

Hua, N., **Hight, S. K.**, Wei, W., Ozturk, A., Zhao, X., & DeFranco, A. (2018). The power of e-commerce: Does e-commerce enhance the impact of loyalty programs on hotel performance? In *2018 Annual ICHRIE Conference, International Council on Hotel, Restaurant, and Institutional Education*. Palm Springs, California.

Hight, S. K., & Park, J. Y. (2018). Managing emotions for job satisfaction: Revisiting relationships among emotional labor, role stress, job satisfaction, and turnover intentions. In *23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Fort Worth, TX.

Gajjar, T., **Hight, S. K.**, & Okumus, F. (2018). My manager is the best: Perceptions of hospitality employees. In *23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Fort Worth, TX.

Hight, S. K., Gajjar, T., & Okumus, F. (2017). Managers from “Hell”: Perceptions of hospitality employees. In *4th World Research Summit for Tourism and Hospitality*. Orlando, FL.

Hight, S. K., & Park, J. Y. (2017). Substance use for restaurant servers: Causes and effects. In *2017 Annual ICHRIE Conference, International Council on Hotel, Restaurant, and Institutional Education*. Baltimore, Maryland.

Publications: Refereed Conference Poster Presentations

Olukoya, D., & **Hight, S. K.**, (2024). Establishing brand reputation and brand trust in e-kitchen concepts: Perceptions of ghost kitchen entrepreneurs. In *29th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Miami, FL.

Parrish, B., **Hight, S. K.**, & Kim, S. H., (2021). Was alcohol use coping after all? Personality dynamics in restaurant culture. In *26th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Houston, TX.

Jang, H., & **Hight, S. K.** (2020). Family business in hospitality: Perceptions and reactions across generations. In *25th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Las Vegas, NV.

Hight, S. K., Gajjar, T., Okumus, F., Murphy, K.S., & Park, J.Y. (2018). Culinary attrition in the workplace. Why are chefs abandoning the industry? In *23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Fort Worth, TX.

Hight, S. K., & Park, J. Y. Role stress and alcohol use on restaurant server’s job satisfaction: Which comes first? (2018). In *23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Fort Worth, TX.

Hight, S. K., & Park, J. Y. (2017). Substance abuse for restaurant servers: Causes and effects. In *14th Annual Graduate Research Forum*. Orlando, FL.

Hight, S. K., & Park, J. Y. (2016). The influence of mental resource depletion on abusive behavior intentions: Focusing on the moderating role of ethnic culture. In *13th Annual Graduate Research Forum*. Orlando, FL.

Hight, S. K., & Park, J. Y. (2016). The effect of payment frequency on restaurant employee abusive behaviors: Application of resource depletion theory. In *21st Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Philadelphia, PA.

CONTINUING EDUCATION ACTIVITIES

Certifications**Certified Hospitality Educator (CHE)**

American Hotel and Lodging Educational Institute (AHLEI), 2022

Certification in Advanced Hospitality and Tourism Analytics (CAHTA)

STR, 2022

ServSafe Foodhandler's Certification

National Restaurant Association, 2021

BEST's Inhospitable to Human Trafficking Training

Businesses Ending Slavery & Trafficking, 2019

Certified Specialist of Wine (CSW)

Society of Wine Educators, 2013

Certification in Hotel Industry Analytics (CHIA)

American Hotel & Lodging Association (AHLA) and Council for Hotel and Restaurant Institutional Education (CHRIE), 2012

Certified Sommelier (Level 2)

Court of Master Sommeliers, 2012

SERVICE ACTIVITIES

Georgia State University**Service Activities Internal to the University**

College Level

Faculty Development Committee, Member 2022 – 2024

Department Level

Undergraduate Program Curriculum Revision, Chair 2023 – 2024

Scholarship Review Committee, Member 2022 – 2024

Georgia Restaurant Organization, Student Chapter, Faculty Advisor 2019 – 2024

Service Activities in Academic and Professional Organizations

Ad-Hoc Reviewer*Journal of Hospitality Marketing and Management* 2022 – current*International Journal of Hospitality Management* 2020 – current*International Journal of Contemporary Hospitality Management* 2018 – current*Cornell Hospitality Quarterly* 2018 – current

Service Activities to the Community

Club Manager's University Workshop, Capital City Club, Atlanta, GA 9/2022
 Workshop Title: Impactful Leadership: A 2-way analysis to creating loyal staff and future leaders (*Invited Presentation*)

Dekalb Convention and Visitors Bureau, Dekalb County, GA 2020 – 2022
 Convention Center Feasibility Study, Advisory Board Member

Media Interviews

National Public Radio (All Things Considered) November 2023
 Topic: GSU hospitality professor on the value and controversy surrounding the Michelin Guide

- [Interview Link](#)

Discover Dekalb Tourism Podcast October 2023
 Topic: The Michelin Guide

- [Podcast Link](#)

Atlanta Magazine August 2023
 Title: What does it take for Atlanta's independent restaurants to stay alive?

- [Article Link](#)

Restaurant Informer Magazine July 2022
 Title: The everything shortage: Finding solutions to supply chain issues

- [Article Link](#)

Restaurant Informer Magazine January 2021
 Title: Take care of each other

- [Article Link](#)

FELLOWSHIP AND AWARDS

Best Professor, Master's of Global Hospitality Management Program, Georgia State University, 2021 - 2022

Graduate Dean's Fellowship, University of Central Florida, College of Graduate Studies (2015 – 2019)

Etta Jean and Frank Juge Graduate Fellowship Endowment, University of Central Florida (2017 – 2018)