**ÖZGEÇMİŞ**

**1. Adı Soyadı**  : Levent ALTINAY

**2. Doğum Tarihi** : 31/12/1974

**3. Unvanı**  : Prof. Dr.

**4. Öğrenim Durumu** :

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| **Derece** | **Alan** | **Üniversite** | **Yıl** |
| Lisans | İşletme | Çukurova Üniversitesi | 1996 |
| Yüksek Lisans | International Hotel Management | Oxford Brooks University | 1997 |
| Doktora | Business Management | Oxford Brooks University | 2001 |

**5. Akademik Unvanlar** :

Profesorlük: Oxford Brooks Universitesi

Doçentlik : Oxford Brooks Universitesi

**6. Yönetilen Yüksek Lisans ve Doktora Tezleri :**

**7. Yayınlar**

|  |
| --- |
| Altinay, L. (with Bowen, D., Zubair, S). (2016). Politics and tourism destination development: The evolution of power. *Journal of Travel Research* (Witin REF cycle).Altinay, L. (with Brookes, M.) (2016). Knowledge Transfer and Isomorphism in Franchise Networks. *International Journal of Hospitality Management.* (Within REF cycle)Altinay, L., Madanoglu, M., De Vita, G. and Arasli, H. (2016). The Interface between Entrepreneurial Orientation, Organisational Learning Capability and Small Business Growth, *Journal of Small Business Management* (Within REF cycle)Altinay, L. (With Olya, H.) (2016). Asymmetric Modelling of Intention to Purchase Tourism Weather Insurance and Loyalty, *Journal of Business Research*. (Within REF cycle)Altinay, L., (with Brookes, M., Wang, L., Yeung, R. (2016). Opportunity Identification and Evaluation in Franchisee Business Start Up. *Journal of Service, Theory and Practice*. (Within REF cycle)Altinay, L., Madanoglu, M, and Wang, X. (2015). Disentangling the effect of family involvement on innovativeness and risk taking: The role of decentralization, *Journal of Business Research*. . (Within REF cycle)Altinay, L., Sigala, M. and Waligo, V. (2015) Social Value Creation Through Tourism Enterprise. *Tourism Management* (Within REF cycle)Altinay, L. (with Brookes, M. and Aktas, G.). (2015) Opportunistic behaviour in hospitality franchise agreements, *International Journal of Hospitality Management.*(Within REF cycle)Altinay, L., Brookes, M, Yeung, R. and Aktas, G. (2014) Franchisees’ perceptions of relationshipdevelopment in franchise partnerships, *Journal of Services Marketing* (Within REF cycle)Altinay, L. (with Harrington, J., Chathoth, P. and Ottanbacher, M.) (2014) Strategic Management Research in Hospitality and Tourism: Past, Present and Future, *International Journal of Contemporary Hospitality Management* (Within REF cycle)Altinay, L. (with Farmaki, A., Timothy, D. and Hilke, S.) (2014). Politics and Sustainable Tourism: The case of Cyprus, *Tourism Management* (Within REF cycle)Altinay, L., Brookes, M., Madanoglu, M. and Aktas, G. (2014). ‘The effect of franchisor’s role performance, cultural sensitivity and communication on franchisees’ trust in and satisfaction with franchise partnerships’, *Journal of Business Research* (This paper received Best Paper Award at GIKA, 2013 of Global Innovation and Knowledge Academy Conference). (From British Academy Funded Project) (Within REF cycle)Altinay, L. (with Chathoth, P., Harrington, J. R., Okumus, F. and Chan, W. S. E.) (2014). Barriers Affecting Organisational Adoption of Higher Order Customer Engagement in Tourism Service Interactions , *Tourism Management* (Within REF cycle)Altinay, L., Saunders, M. and Wang, C. (2014) The Influence of Culture on Trust Judgements in Customer Relationship Development by Ethnic Minority Small Businesses, *Journal of Small Business Management*  (From ESRC Funded Project) (Within REF cycle)Altinay, L. (with Nicolas Gregori and Roberto Daniele) (2013). Affiliate Marketing in Tourism: Determinants of Consumer Trust. *Journal of Travel Research*.  Altinay, L. (with Punita Phatt). (2013) "How social capital is leveraged in social innovations under resource constraints?". *Management Decision*. Altinay, L., Brookes, M. and Aktas, G. (2012). Selecting franchise partners:  tourism franchisee approaches, processes and criteria. *Tourism Management* Altinay, L. (with Paraskevas, A., Cooper, C. and Macqluine, J.) Crisis Knowledge in Tourism: Types, Flows and Governance, *Annals of Tourism Research*.Paraskevas, A. and Altinay, L. (2012). Signal Detection as the First Line of Defence in Tourism Crisis Management, *Tourism Management* Chathoth, P., Altinay, L., Harrington, J. R., Okumus, F. and Chan, W. S. E. (2012). Co-production versus co-creation: A process based continuum in the hotel service context, *International Journal of Hospitality Management* Altinay, L. (with Brookes, M.) (2011) Franchise Partner Selection: Perspectives of Franchisors and Franchisees, *Journal of Services Marketing,* Vol. 25, Issue 5. **Highly Commended Award Winner at the Literati Network Awards for Excellence 2012.**Altinay, L., Madanoglu, M., Daniele, R. and Lasley, C. (2011) The influence of family tradition and psychological traits on entrepreneurial intention, *International Journal of Hospitality Management* Altinay, L. (with De Vita, G. and Abbott, J. A.) (2012) Revisiting the convergence hypothesis for tourism markets: evidence from Turkey using the pairwise approach, *Tourism Management*. Altinay, L. and Wang, C. (2011) The influence of an entrepreneur’s socio-cultural characteristics on the entrepreneurial orientation of a firm, *Journal of Small Business and Enterprise Development*. Altinay, L. and Brookes, M. (2012) Factors Affecting relationship development in franchise partnerships, *Journal of Services Marketing,* Vol. 26 Issue 5. Altinay, L. and Wang, C. (2012). "Social Embeddedness, Entrepreneurial Orientation and Firm Growth in Ethnic Minority Small Businesses in the United Kingdom", *International Small Business Journal* (From ESRC Funded Project)Altinay, L., (with Gurel, E. and Daniele, R.) (2010) Tourism Students’ Entrepreneurial Intentions, *Annals of Tourism Research*  |
| Altinay, L., Yasarata, M., Burns, P. and Okumus, F. (2009) Politics and Sustainable Tourism Development: Can they co-exist? Voices from North Cyprus, *Tourism Management*   |
| Altinay, L. and Okumus, F. (2009) ‘International Franchise Decision Making’, *The Service Industries Journal*   |
| Altinay, L. (2009) ‘Market Orientation of Ethnic Minority Owned Hospitality Firms’, *International Journal of Hospitality Management*  |
| Altinay, L. and Wang, C. (2009) ‘Facilitating and Maintaining Research Access into Ethnic Minority Firms’, Qualitative Market Research: An International Journal, Vol. 12 No. 4, pp. 367-390.  |
| Altinay, L. (with Saunders, M. and Riordan, K.) (2009) ‘The management of Post Merger Cultural Integration: Implications from the Hotel Industry’, *The Service Industries Journal*, Vol. 29 No. 10, 1359-1375.  |
| Altinay, L., Gannon, J. and Altinay, E. (2009) ‘Exploring the relationship between the HRM practices and growth in small service firms’. *The Service Industries Journal*, January, Vol. 28 No. 7, pp. 1-18.  |
| Altinay, L. and Altinay, E. (2008) ‘The rise of Turkish entrepreneurship in the UK: Factors influencing growth’, *International Journal of Entrepreneurial Behaviour and Research*, Vol. 14 No. 1, pp. 24-46.  |
| Altinay, L. (2008). ‘The relationship between an entrepreneur’s culture and the entrepreneurial orientation of the firm’, *Journal of Small Business and Enterprise Development*, Vol. 15 No. 1, pp. 111-129. (From British Academy Funded Project) |
| Altinay, L. and Altinay, E. (2008) ‘Marketing Strategies of ethnic minority businesses in the UK’, *The Service Industries Journal*, October, Vol. 28 No. 8., pp. 1183-1197.  |
| Altinay, L. and Wang, C. (2008) ‘International Franchise Partner Selection and Chain Performance through the Lens of Organisational Learning’, *The Service Industries Journal*, March, Vol. 28 No. 2., pp. 225-238.  |
| Altinay, L. (with Okumus, F. and Wong, K. K. F.). (2008) ‘Are We Teaching Strategic Management Right?’, *Journal of Teaching in Travel and Tourism*, Vol 8 No. 4, pp. 329-350.  |
| Altinay, L. (2007). ‘The Internationalization of Hospitality Firms: Factors influencing the choice of franchising as a mode of growth’, *Journal of Services Marketing*, Vol. 21 No. 6, pp. 398-409.  |
| Altinay, L. and Roper, A. (2007). ‘Internationalisation of Service Firms’, Editorial, *International Journal of Service Industry Management*, Special Issue, Vol. 17 No. 5., pp. 118-120.  |
| Altinay, L. (with Okumus, F. and Roper, A.) (2007) ‘Gaining Access for Case Study Research: Reflections from Experience’, *Annals of Tourism Research,* Vol. 31 No.1, pp. 7-26.  |
| Altinay, L., Var, T., Hines, S. and Hussain, K. (2007). ‘Barriers to Sustainable Tourism Development In Jamaica’, *Tourism Analysis*, Vol. 12 Issue ½, pp. 1-13.  |
| Altinay, L. (with Litteljohn, D. and Roper A.) (2007) ‘Territories Still to Find – The Business of Hotel Internationalisation’, *International Journal of Service Industry Management*, Special Issue, Vol 18. No. 2, pp. 167-183. |
| Altinay, L. and Wang, C. (2006). ‘The Role of Prior Knowledge in International Franchise Partner Recruitment’, *International Journal of Service Industry Management*, Vol. 17, No. 6, pp. 430-443 |
| Altinay, L and Paraskevas, A., (2006) ‘A computer supported collaborative learning (CSCL) Approach in Teaching Research Methods’, *International Journal of Hospitality Management,* Vol. 26 Issue 3, pp. 623-644.  |
| Altinay, L. and Miles, S. (2006) 'International Franchising Decision Making: An Application of Stakeholder Theory', *The Service Industries Journal*, June Volume 26 Number 4, pp. 421-436. |
| Altinay, L. and Altinay, E. (2006) ‘Determinants of Ethnic Minority Entrepreneurial Growth in the catering sector’, *The Service Industries* *Journal,* March, Vol. 26. No. 2, pp. 203-221.  |
| Altinay, L. (2006) ‘Selecting partners in an International Franchise Organisation’, *International Journal of Hospitality Management*, Vol. 25, pp. 108-125.  |
| Altinay, L. and Bowen, D. (2006) ‘Politics and Tourism Interface: The case of Cyprus’, *Annals of Tourism Research,* Vol. 33 No. 4., pp. 939-956.  |
| Altinay, L. and Isak, I. (2006) ‘The Impacts of Political Instability on Tourism Planning and Development: The Case of Lebanon, *Tourism Economics*, Vol. 12 No 3, September, pp. 361-382.  |
| Altinay, L. (2005) ‘The Intrapreneurial Role of the Development Directors in an International Hotel Group’, *The Service Industries Journal*, Vol. 25, No. 3, April, pp. 403-419.  |
| Altinay, L and Roper A.(2005) ‘The Entrepreneurial Role of Organisational Members in the Internationalisation of a Franchise System’, *International Journal of Entrepreneurial Behaviour and Research,* May*,* Issue 3, Vol 11, pp. 222-240. |
| Altinay, L. (2005) ‘Factors influencing entry mode choices: Empirical Findings from an international hotel organisation’, *Journal of Hospitality and Leisure Marketing,* Vol. 12 No. 3, pp. 5-28*.* |
| Altinay, L. and Mehmetoglu, M (2006) “Examination of Grounded Theory analysis with an Application to Hospitality Research”, *International Journal of Hospitality Management*, Vol. 25, pp. 12-33.  |
| Altinay, L., Bicak, H.A., and Altinay, M. (2005), “Uncertainty and Tourism Development: The Case of North Cyprus”, *Anatolia: An International Journal of Tourism and Hospitality Research,* Vol. 16, Issue 1, pp. 27-38.  |
| Altinay, L. (2004). ‘Implementing international franchising: the role of intrapreneurship’, *International Journal of Service Industry Management*. Volume 15, Number 5, pp. 426-443.  |
| Altinay, L. and Altinay, M. (2004) ‘The influence of organisational structure on Entrepreneurial Orientation and Expansion Performance’, *International Journal of Contemporary Hospitality Management*, Vol. 16, No. 6, 15 October, pp. 334-344. |
| Altinay, L. (2004) ‘Linking Teaching and Research in Practice at Masters Level’, *Journal of Hospitality, Leisure, Sport and Tourism*, Learning and Teaching Support Network, pp. 28-29. |
| Altinay, L. and Altinay, M. (2003) 'How will growth be financed by the international hotel companies?', *International Journal of Contemporary Hospitality Management*, Vol. 15, No. 5, pp. 274-282. |
| Altinay, L., Bicak, H. A. and Altinay, M. (2002) ‘Political scenarios: the future of the North Cyprus Tourism Industry’, *International Journal of Contemporary Hospitality Management,* Vol. 14, No. 4, pp 176-182.  |
| Altinay, L., Bicak, H. A. and Altinay, M. (2002) ‘Economic Integration and Tourism Industry of North Cyprus’, *Tourism Economics*, Vol. 8, No. 3, pp. 325-335. |
| Altinay, L. and Roper, A. (2001). ‘The role and importance of Development Directors in Initiating and Implementing Development Strategy’, *International Journal of Contemporary Hospitality Management*, Vol. 13, No. 7, pp. 339-346.  |
| Altinay, L. (2000) ‘Possible impacts of a federal solution to the Cyprus Problem on the tourism industry of North Cyprus’, *International Journal of Hospitality Management*, Vol. 19, No. 3, pp. 295-309.  |

**7.2. Uluslar arası bilimsel toplantılarda sunulan ve bildiri kitabında (Proceedings) basılan bildiriler: -**

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| Altinay, L. and Song, H. (2015) Improving elderly social well-being through hospitality 3 rd World Research Summit for Tourism and Hospitality, 15-18 December, Rosen College, University of Central Florida, Orlando, USA.Brookes, M. and Altinay, L. (2015) 'Franchise Knowledge Transfer and Institutionalisation'. Paper presented at the 13th Annual APacCHRIE Conference, Auckland, June., Won the Best Paper Award. Brookes, M. and Altinay, L. (2014) 'Evaluating Knowledge Transfer in Franchise Partnerships'. Paper presented at the 7th International Conference on Services Management, Macau, December.Altinay, L., Brookes, M., Madanoglu, M. and Aktas, G. (2013) 'The effect of franchisor’s role performance, cultural sensitivity and communication on franchisees’ trust in and satisfaction with franchise partnerships'. Paper presented at the Global Innovation and Knowledge Academy (GIKA) Conference, Valencia, Spain, July. Won the Best Paper Award. Brookes, M., Altinay, L. and Aktas, G. (2013) 'Franchisee Business Start-up from an Entrepreneurial Process Perspective'. Paper presented at the 6th International Conference on Services Management, Cyprus, June.Altinay, L. (with Brookes, M. and Aktas, G.) (2011) ‘Franchise Partner Selection: Perspectives of Franchisees’, Retailing and Consumer Services Conference, organised by the European Institute of Retailing and Service Studies (EIRASS), in San Diego, States, July, 2011.  |
| Brookes, M. and Altinay, L. (2011) 'Selecting Franchise Partners'. Paper presented at the Annual CHME conference, Leeds, May. Won the Best Paper Award. Altinay, L. (with Ekinci, Y. and Saunders, M.) (2010) ‘Strategic Orientations, Organizational Learning and SME Growth in the Retail Industry’, Retailing and Consumer Services Conference, organised by the European Institute of Retailing and Service Studies (EIRASS) in Istanbul, Turkey, July 2-5, 2010. |
| Altinay, L. (with Brookes, M.) (2009) ‘Franchise Partner Selection: Perspectives of both franchisees and franchisors’, Paper presented at the 4th International Conference on Services Management: Managing Services Across Continents, 8-9th of May, Oxford. |
| Altinay, L. and Wang, C. (2007) ‘Socio-cultural background, entrepreneurial behaviour of the firm and its growth’. Paper presented at the First International Colloquium on Ethnic Entrepreneurship: Changing Faces of Ethnic Entrepreneurship. Bradford University School of Management. 22nd-23rd March. 230-250. |
| Altinay, L. and Roper, A. (2003) ‘The influence of organisational structure on Corporate Entrepreneurship: Empirical Findings from an International Hotel Group’, Working Paper Presented at BAM (British Academy of Management) Conference, Harrogate, Leeds, September 15-17. |
| Altinay, L. and Roper, A. (2002) ‘The entrepreneur role of the Development Directors in Franchising: Empirical Findings from an International Hotel Group’, Working Paper Presented at BAM (British Academy of Management) Conference, London, September 9-11. |
| Okumus, F. and Altinay, L. (2002) ‘Facilitating and Maintaining Qualitative Research Access into International Hotel Groups’, Working Paper presented at CHME Hospitality Research Conference, Leeds, April. |
| Okumus, F., Karamustafa, K. and Altinay, L. (2002). ‘Impacts of the recent economic crisis in Turkey on the Turkish Hotel Sector: Empirical Findings from Mugla and Nevsehir Regions’, Working Paper Presented at BAM (British Academy of Management) Conference, London, September 9-11.  |
| Altinay, L. and Roper, A. (2001) ‘International Hotel Development: People Make It Happen’, Empirical Paper Presented at 10th Annual CHME Research Conference, South Bank University, London, 19-20 April.  |
| Altinay, L. and Roper, A. (2000) ‘The Capital Investment Decision-Making Process of an International Hotel Group’, Working Paper Presented at BAM (British Academy of Management) Conference, Edinburgh, 13-15 September. |
| Altinay, L., Roper, A. and Harris, P. (2000) ‘The capital investment decision-making process in an international hotel group’, Working Paper Presented at 9th CHME Hospitality Research Conference, Huddersfield, 26-27 April, pp. 125-137. |
| Altinay, L. and Yasarata M. (2000) ‘Is Economic Integration a Solution?: The case of Northern Cyprus Tourism Industry’, Paper Presented at Islands of the World VI Conference, Isle of Skye, 16-20 October, International Small Islands Studies.  |
| Altinay, L. (1999) ‘The influence of culture on the capital investment decision-making process in international hotel groups’, Working Paper Presented at 8th CHME Hospitality Research Conference, Surrey, 8-10 April, pp. 155-158. |

**7.3. Yazılan uluslar arası kitaplar veya kitaplarda bölümler: -**

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| Altinay, L., Paraskevas, A. and Jang, S. (2015). Planning Research in Hospitality and Tourism. Routledge. Second Edition. Altinay, L. (with Brookes, M.). (2015). Entrepreneurship in Hospitality and Tourism. Goodfellows Publisher. Oxford.Altinay, L. and Surya, P. (2015). Enhancing Customer Experience: A Global Perspective. Cambridge Publishing. Cambridge.Okumus, F., Altinay, L. and Prakash, H. (2010) Strategic Management in the International Hospitality and Tourism Industry: Content and Process. Oxford: Butterworth (This book has been named on Elsevier’s 2010 Best Seller List). |
| Altinay, L and Paraskevas, A (2008). Planning Research in Hospitality and Tourism. Oxford: Butterworth, First Edition. |

**8. Projeler :**

Supervised six PhD projects to successful completion:

Akrivi, P. (2016). Service Innovation in Hotels.

Macqueline, J. (2015). The importance of knowledge management in new product development

Burgess, C. (2014) Factors affecting the role of financial controllers in corporate entrepreneurship

Dhatta, P. (2012) Social Entrepreneurship in India. Director of Studies.

Paraskevas, A. (2009) Organisational Crisis Signal Detection: From a Complexity Theory Perspective, Director of Studies.

Dulyaprugs, J. (2007). Internationalisation of Domestic Hotel Chains in Thailand, Director of Studies.

Gannon, J. (2007). Strategic Human Resources and Their Management, Second Supervisor.

Currently supervising six PhD projects.

Supervised more than hundred master dissertation projects to successful completion.

**9. İdari Görevler: -**

**** Editor in Chief, The Service Industries Journal (A multidisciplinary journal established in 1981 as the first academic peer reviewed journal in the world devoted to services and service management).

 Editorial Board Memberships:

o Associate Editor Responsible for Europe International Journal of Contemporary Hospitality Management.

o Associate Editor Responsible for Europe Service Theory and Practice (Formerly known as Managing Service Quality (Since 2012))

o Journal of Business Research (Since 2015)

o Management Decision (Since 2010)

o International Entrepreneurship and Management Journal (Since 2010)

o Service Business: An International Journal (Since 2010)

o The Service Industries Journal (Since 2009)

o Journal of Services Research (Since 2009)

o Journal of Services Marketing (since 2005)

o International Journal of Contemporary Hospitality Management (since 2006)

o Journal of Hospitality Marketing and Management (Since 2006)

o Asia-Pacific Journal of Innovation in Hospitality and Tourism (Since 2011)

o Journal of Tourism and Hotel Management and Anatolia: An International Journal of Tourism and Hospitality Research (since 2005)

o International Journal of Management Perspectives (since 2006)

o Tourism and Hospitality Research: The Surrey Quarterly Review (Since 2007)

 Ad Hoc Reviewer: Review Papers:

o International Journal of Service Industry Management

o International Journal of Hospitality Management

o Annals of Tourism Research

o Tourism Management

o Tourism Economics

 Reviewer and Advisor for Funding Bodies and Academic Conferences:

o Reviewing grant applications for ESRC and EPRC.

o Member of the Academic Advisory Board of Third Postgraduate Student Conference in Turkey (2005)

o Member of Conference Scientific Committee, Advances in Hospitality and Tourism Marketing and Management Conference, 19-24 June 2011, Istanbul, Turkey.

o Member of Conference Scientific Committee, 3rd Asia-Euro Tourism, Hospitality and Gastronomy Conference”, 24-26 November 2010, Malaysia.

o Member of Conference Scientific Committee, Development of Tourism in Blacksea Region of Turkey, 2-6 October, 2010, Giresun, Turkey.

 Guest Editor of a special issue for International Journal of Contemporary Hospitality Management on ‘Sharing Economy’ (2016).

 Guest Editor of a special issue of the International Journal of Service Industry Management, 17(5), 2006 on ‘Internationalisation of Service Firms’

 Guest Editor of a special issue of the International Journal of Contemporary Hospitality Management on the internationalisation of hospitality organisations (2009) (with Dr Maureen Brookes and Dr Judie Gannon (Oxford Brookes University).

 Guest Editor (with Dr Amit Sharma) a special edition of the International Journal of Contemporary Hospitality Management on Advancing Hospitality Research through Qualitative Research.

**10. Bilimsel Kuruluşlara Üyelikler: -**

**11. Ödüller: -**

Strategic Management Training Sessions to Small Business Owners, Entrepreneurship and Small Business Management Certificate Programme, Cyprus Chamber of Commerce, 27th, 28th May, 2011.

Attended one day Research Impact Conference organised by Academy of Social Sciences, 16th July, 2009

Attended two day ‘Getting Research into Practice (GRIP) Workshop organised by ESRC, 6-7th December, 2007.

Invited to play an active role in different dissemination and knowledge sharing activities, both nationally and internationally, by the invitation from various journal editors, conference organisers, policy makers and practitioners:

* Successfully co-edited a Special Edition of the International Journal of Service Industry Management and currently editing the special edition of International Journal of Contemporary Hospitality Management.
* Serving as an editorial board member of international journals including of Journal of Services Marketing, The Service Industries Journal, Journal of Services Research and International Journal of Contemporary Hospitality Management.
* Received invitations from policy makers and practitioners as well as from different Universities to disseminate research findings on the internationalisation of organisations and entrepreneurship and share experience of teaching and research in the UK.
* The ESRC funded project entitled “Socio-cultural factors, ethnic minority entrepreneurial orientation and firm growth: a comparative study of Turkish and Chinese small firms in the UK” has been successfully completed. As part of project:
	+ The findings of the study have been disseminated at an academic conference and a practitioner/policy conference organised and hosted by Mr Andy Love, Edmonton MP, Chair of All Party Parliamentary Small Business Group (APPSBG).

**12. Akademik Görevler: -**

* Research Area Leader, Department of Hospitality, Leisure and Tourism Management, responsible for:
	+ Coordinating the research activities of the department within the Business School.
	+ Organising research departmental research seminars to share research practice and the findings of the studies.
	+ Formulation of research strategy by consulting colleagues.
	+ Implementation of research strategy by setting performance targets for colleagues and linking them to the research priorities of the department and the school.
	+ Encouraging and motivating colleagues by having ongoing regular discussions about their targets and career ambitions.
* Organised joint conferences with IIMT, India and Penn State Universities in States and chaired an international conference in Oxford, in the UK, May 2009.
	+ These conferences created an international platform for knowledge transfer and scholarship across continents. In particular, Oxford Brookes Business School’s reputation in the area of service management research was enhanced internationally, contributing to the school’s distinctiveness in the area.
	+ International research conferences contributed to the internationalisation agenda of the University and the School, in particular contributed to the School’s EQUIS accreditation attempts.
	+ Joint conferences created opportunities for research collaboration across different continents.
	+ Joint conferences offered the business school staff the opportunity to participate on the Scientific Committees, to review papers, chair sessions and edit special editions of journals all of which contributed to the staff learning and development and also enhanced the growing research culture in the business school
* Developed an increasing role in Departmental/School management and administration by
	+ Contributing to the development of programmes such as MRes and DBA, international accreditation of MSc programmes,
	+ Organising guest lectures by external speakers,
	+ The organisation of, and teaching at, the Research Methods Summer School,
	+ Participating in the selection and recruitment of research assistants, and
	+ Acting as the chair of several Research Methods and Dissertation meetings in the department.
	+ Member of the Grant Panel, overseeing grant applications and mentoring colleagues.
* Contributed to the departmental strategic planning in the area of research and teaching by reflecting upon personal experiences of linking teaching and research and feeding in my research findings about the students’ perceptions of online teaching and learning into the teaching strategy of the department.
* Successfully led the ESRC research project coordinating data collection and analysis, networking, publicity and organising seminars to disseminate research findings to the ethnic minority business owners.
* Individual meetings and discussions with colleagues helped to identify the research themes for the department: Internationalisation, entrepreneurship and environmental management.
* Developed an increasing role in Departmental / School management and administration by
	+ Contributing to the development of programmes such as MRes, international accreditation of MSc programmes,
	+ Organising guest lectures by external speakers,
	+ Playing an active role in the organisation of annual CHME Hospitality and Tourism Research Conference (2007) and organising a publication session for the conference with the editor of the Service Industries Journal, Prof Barry Howcroft.
	+ Participating in the selection and recruitment of PhD students (i.e. recently attracted and recruited a strong PhD applicant in the area of social entrepreneurship)
	+ Supporting the Head of the Doctoral Programme in the recruitment of doctoral students, attending their transfer vivas and mock examining their PhD studies.