**FORM: 500.1.04**

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| **Academic Personnel Short Profile / Short CV** |
| **Institution:** | InterNapa College |
| **Surname:** | Soteris |
| **Name:** | Kefalas |
| **Rank:** | Associate Professor |
| **Program of Study:** | Hospitality & Tourism Management / Culinary Arts |
| **Scientific Domain: \*** | Hospitality Management |

*\*Field of Specialization*

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| **Academic qualifications****(list by highest qualification)** |
| **Qualification** | **Year** | **Awarding Institution** | **Department** | **Thesis title** |
| PHD  | 2010 | International School of Management, Paris, France | International Business Management | Doctoral Dissertation: Measuring Service Quality and Guest Service in Hospitality Industry in Cyprus using the SERVQUAL MODEL. |
| MSc | 2000 | Sheffield Hallam University, England | Hospitality and Tourism Management | Dissertation: “Expectations and Perceptions of Service Quality in Four Stars Hotels in Cyprus”.  |
| MBA  | 1988 | Pacific States University, Los Angeles, CA | International Management | Dissertation: “The operation of an Hotel Apartment Complex”. |
| BSc  | 1984 | Denver University, Denver, CO | Hotel & Restaurant Management |  |
| A.A.S  | 1981 | Nassau Community College, Garden City, NY | Hotel Administration |  |

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| **Employment history – List by the three (3) most recent** |
| **Period of employment** | **Employer** | **Location** | **Position** |
| **From** | **To** |
| 2016 |  | InterNapa College | Sotira, Famagusta | Assistant Professor |
| 2013 | 2016 | Ministry of Education & Culture | Nicosia | Supervisor of Hotel & Catering Studies |
| 2011 | 2013 | Paralimni Technical School | Paralimni | Director |

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| **Key *refereed* journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)** |
| **Ref. Number** | **Year** | **Title** | **Other authors** | **Journal and Publisher/ Conference** | **Vol.** | **Pages** |
| 1 | 2007 | The Innovation in Hotel & Food Industry in Cyprus |  | Cr. Andreou Publishers,Nicosia |  | 301 |
| 2 | 2007 | Menu: Planning & Analysis for a Restaurant |  | Cr. Andreou Publishers, Nicosia |  | 254 |
| 3 | 2007 | The Operation of an Hotel Apartment Complex |  | Cr. Andreou Publishers, Nicosia |  | 180 |
| 4 | 2007 | Feasibility & Market Analysis for a Restaurant |  | Cr. Andreou Publishers, Nicosia |  | 69 |
| 5 | 2007 | Purchasing Department Operations |  | Cr. Andreou Publishers, Nicosia |  | 53 |
| 6 | 2007 | The Guest Expectations and Perceptions on the Service Quaslity for Fours Star Hotels in Cyprus |  | Cr. Andreou Publishers, Nicosia |  | 123 |
| 7 | 2017 | “Quality Service in the Hospitality Industry: Achieving Effective Service Processes & Designs” |  | AIHR Annual Conference, Stenden University, Holland |  | 15 |
| 8 | 2015 | “Developing Multi-Channel Customer Relationship Management Strategy for Hotel Operation” |  | The 3rd World Research Summit for Tourism and Hospitality, Rosen College, Orlando, USA. |  | 15 |
| 9 | 2012  | “Customer Satisfaction in Hospitality Industry” |  | The 4th Research Symposium in Service Management, Marian International Institute of Management (MIIM). |  | 15 |
| 10 | 2011 | “Building a Hotel Organizational Culture” |  | The 12th International Research Symposium on Service Excellence in Management, School of Hotel Administration, Cornell University, Ithaca, New York, USA. |  | 10 |

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| **Exhibitions (where applicable). List the five (5) more recent and other five (5) selected.** **(max total 10)** |
| **Ref. Number** | **Date** | **Topic** | **International / Local** | **Location\*** | **Role in Exhibition** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |

\**Specify venue, geographic location etc*

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| **Research Projects. List the five (5) more recent and other five (5) selected** **(max total 10)** |
| **Ref. Number** | **Date** | **Title** | **Funded by** | **Project Role\*** |
| 1 | 2010 | Hotel Management, Agrotourism  |  | Researcher |
| 2 | 2010 | Service Quality Management, Performance Appraisal |  | Researcher |
| 3 | 2010 | Leadership, Educational Leadership |  | Researcher |
| 4 | 2010 | Presentation Skills, Training & Proffessional Development |  | Researcher |

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

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| **Consulting Services and/or Participation in Councils / Boards/ Editorial Committees.** **List the five (5) more recent**  |
| **Ref. Number** | **Period** | **Organization** | **Title of Position or Service** | **Key Activities** |
| 1 | 2013 - 2016 | Ministry of Education | Supervisor | Inspects & Assesses all Public Technical & Vocational Schools in CyprusInspects & Assesses all Teaching Staff in the Public Technical & Vocational Schools in CyprusOrganizes & Delivers Educational Conferences & Training Seminars for the Professional Development of the Teaching Staff  |
| 2 | 2011 - 2013 | Ministry of Education | School Director | Supervises the Smooth Running of the School Implements the Aims & Objectives of the SchoolCo-ordination & Communication Planning & General ControlTraces the Strategy for the Implementation of the Educational Goals Supervises the Effectiveness of the School’s Operations Counselling & Vocational Guidance Service  |

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| **Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected.** **(max total 10)** |
| **Ref. Number** | **Date** | **Title** | **Awarded by:** |
| 1 | 2008 | 1st Research Award | Tenth International Conference – INBUSH- Amity University, Delhi, India |
| 2 | 2007 | Athletic Hall of Fame | Denver University |
| 3 | 2000 | Paul Harris Fellow | The Rotary Foundation of Rotary International |
| 4 | 1981 | Dean's Honour List for Two Consecutive Years | Nassau Community College |
| 5 | 1981 | Recipient of Athletic Scholarship | Denver University |

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| **Other Achievements. List the five (5) more recent and other five (5) selected.** **(max total 10)** |
| **Ref. Number** | **Date** | **Title** | **Key Activities:** |
| 1 | 2018 | President of the Famagusta Squash Association | Planning, Organizing & Carrying out Responsibilities Associated with your Role as the Club's Chief Executive OfficerMost Members will Help you Succeed if the Tasks & Expectations are Clearly Defined, Reasonable & the Members Share Appropriate Interest & Skill |
| 2 | 2018 | Vice President of the Board Cyprus Squash Association | The Main Duty of the Vice President is to Assist the President & Other Club Officers in Completing their Duties. It is also the Vice President's Job to Effectively Contribute to the Club's Operations |
| 3 | 1990 - 2020 | Member of the American Hotel & Motel Association | Member |
| 4 | 2000 - 2020 | Member of Cyprus Hotel Association | Member |
| 5 | 2010  | Member of the Cyprus Hotel Managers Association | Member |
| 6 | 2000 - 2010 | Member of Chef's Association | Member |