

Jay A. Kandampully

Current OSU Appointment

Professor, Consumer Sciences

Biographical Narrative

OTHER EXPERTISE

Business Appointments

- Assistant to Food and Beverage Director, Marriott's Marco Island Resort Hotel, Marco Island, USA, 1988-1989
- Assistant Manager Food and Beverage; Hotel Schloss Lehenberg, 6370 Kitzbuhel, Austria, 1987-1988
- Sous chef, Hotel Landhaus Brauns, 6365 Kirchberg, Tirol, Austria, 1982-1985
- Management trainee Food and Beverage, Hotel Sonne, Kirchbern, Tirol, Austria, 1981-1982
- General Manager, Hotel Surya, Trichur, Kerala, India, 1980
- Manager, Good and Beverage, Summer Sands Beach Resort Hotel, Chotamanglore, India, 1979-1980

Reviewing Activities

- International Journal of Service Industry Management
- Journal of Services Marketing
- The Journal of Retailing and Consumer Services
- International Review of Retail, Distribution and Consumer Research Journal
- International Business Review
- Management Decision
- The Learning Organization
- Journal of Hospitality and Tourism Research
- International Journal of Hospitality Management
- International Journal of Contemporary Hospitality Management
- Journal of Hospitality and Tourism Education
- The Journal of Applied Hospitality Management
- Journal of Quality Assurance in Hospitality and Tourism
- Tourism Management

-Annals of Tourism

Academic and administrative achievements and experience

Center Developed

-I serve as the designated Chair for the industry focused Research Center at the Department of Consumer Sciences, The Ohio State University, and have put forward various tenders for research and training. While at the University of Queensland, Australia, as the Co-Director, I was instrumental in the design and development of a "Centre for Services Research," a faculty research centre in collaboration with industry partners. This research centre helped assist academics and industry to work within a genuine research partnership, to undertake both applied and pure research. The Centre aims to create a world class, interdisciplinary research centre focusing on the service sector. The Centre thus build knowledge networks that enable business partners and the university to use each other as channels for conceptualizing and testing service-based business models and practice. Through the collaborative strength of the Centre, researchers in the Business, Economics and Law (BEL) faculty was able to apply for and secure large external grants. This Centre has gained support from the Australian Ministry of Trade and Industry, and established an official working relationship.

Institute Developed

-Developed and directed the Alaskan Institute of Tourism at the School of Management, University of Alaska, Fairbanks, 1995. I was successful in securing business sponsorship for the institute. The institute served to establish and facilitate a long term working partnership between the university and the business community.

School program developed

-Developed a vocational School-to-Work program in hospitality/tourism for the State of Alaska. This program provides training for high school, 3 year college students and unemployed citizens seeking entry level employment opportunities in the hospitality/tourism industry.

Scholarship programs

-I was instrumental in establishing a scholarship program for graduate hospitality students at Lincoln University, New Zealand starting February 1998. This scholarship was funded by the

business community and provided 5 scholarships a year. Liaison with other educational establishments

1. While at Lincoln University in New Zealand, I worked in association with Dr. David Simmons (Tourism Professor) to develop and offer a National Certificate in Travel (ATTTO Level 3 and 4) for Lincoln University graduates in Tourism. This is an independence program (ie in addition to the degree), offered in conjunction with a tourism educational institution. It was designed to equip students with the ticket writing skills for air and land services, which enhanced their job opportunities in the travel industry. The first student intake was in November 1998.

2. While at Lincoln University, New Zealand, I also established a close working relationship with German universities (Augusburg University and Frei University, Berlin) for the purpose of student exchange. As a result of this relationship, the first graduate student (Mr. Steffen Keidel, Augusberg University) arrived at Lincoln University in July 1997, and undertook a one semester research project under my supervision.

Extension activities in high schools

1. Assisted the tourism department at Lincoln High School (Canterbury, New Zealand) to develop and teach Tourism level III for the 7th form course in tourism and hospitality. My teaching commitment was approximately 30 contact hours over ten weeks, in 1996 to kick start this program. The collaborative effort assisted me in enhancing the awareness of the tourism and hospitality profession among high school students, and also to create a link between the high school's tourism and hospitality course and Lincoln University's tourism and hospitality degrees.

2. Developed and delivered a tourism course for the high school students of the North Star Borough School District (comprising 6 high schools within the Fairbanks district), Fairbanks, Alaska, USA, 1995. This course was designed to facilitate credit transfer from high schools to the university. The benefits of this course were duly recognized by the State of Alaska Education Board, and the course was subsequently replicated in numerous other School Districts in Alaska.

MBA Coordinator

-I was responsible for the coordination of the MBA International Management program at the School of Business and Economics, University of Exeter, UK (1992-93) Warden

-Warden of Heatherington House, Duryard Halls, University of Exeter, UK from September to December 1993. The position was a full-time residential appointment

Assistant warden

-University of Exeter, UK, Duryard Halls of Residence at Murray House from September 1992 to July 1993. The position of assistant warden was a full-time residential appointment.

Resident Tutor

-University of Bath, UK, Bankside House and Wessex House student residence (from 1st January 1991 to April 1992). The position of resident tutor was a full-time residential appointment.

Books and Monographs

DR JAY KANDAMPULLY. 2002. Services Management: the new paradigm in hospitality (First Edition). Australia:

Pearson Education.

DR JAY KANDAMPULLY. 2006. Services Management: the new paradigm in hospitality (2nd Edition). USA: Prentice Hall.

Chapters In Books

DR JAY KANDAMPULLY. 1999. Creating and Maintaining a Competitive Advantage. In Human Resource Management in International Hospitality, Tourism and Leisure: Small to medium-sized enterprises. Edited by D. Ross. K: Cassell

Publishing.

DR JAY KANDAMPULLY. 2001. Service Guarantee: An Organization's Blueprint to Assist the Delivery of Service Quality. In Service Quality Management in Hospitality, Tourism and Leisure. Edited by Kandampully, Mok and Sparks. USA:

Haworth Press.

DR JAY KANDAMPULLY, R. Duddy. 2002. The Impact of Technology on Human Resources in the Hospitality Industry. In Human Resource Management in International Hospitality, Travel and Tourism. Edited by N. D'Annunzio-Green, G. Maxwell, S. Watson. London, UK: Continuum Publications.

DR JAY KANDAMPULLY, R. Kandampully. 2006. Service System: a strategic approach to innovate and manage service superiority. In *Managing Tourism and Hospitality Services*.

Edited by B. Prideaux, G. Moscardo, E. Laws. UK:

CABI Publishing.

Degrees

1975 B.S.C., University of Calicut, Zoology

1990 M.B.A., University of Exeter, Master of Business Administration

1994 Ph.D., University of Exeter, Doctor of Philosophy in Management

Editorial Activities

Book Review Editor

2001 - present The Journal of Services Marketing.

Co Editor

2005 Special issue co editor "Services Management in Marketing".

2004 special issue co-editor "Management and Marketing of Services-a Competitive Advantage in Foodservice Industry".

Editor

2002 special issue editor "Relationship Marketing in the Service Sector".

2001 - 2007 Managing Service Quality. 1-17.

2001 - present Managing Service Quality. 1-17.

2000 special issue editor "Managing Service Quality in Hospitality and Tourism".

Honors

1997 Excellence in Teaching.

1998 Excellence in Teaching.

1998 Literati Award.

1998 Fund for Excellence.

1999 Highly Commended Award and Citation of Excellence Award.

2001 Excellence in Teaching. The University of Queensland, Brisbane, AU, Australia.

2004 Leading Editor Award.

2006 Best paper Award.

Languages

English: (ability to read: Fluent, ability to write: Fluent, ability to speak: Fluent)

Language/Dialect: Standard German, Reading Ability: Fluent, Writing Ability: Fluent,
Speaking Ability: Fluent

Language/Dialect: French, Reading Ability: Functional, Writing Ability: Functional,
Speaking Ability: Functional

Language/Dialect: Spanish, Reading Ability: Functional, Writing Ability: Functional,
Speaking Ability: Functional

Language/Dialect: Italian, Reading Ability: Basic, Writing Ability: Basic, Speaking Ability:
Basic

Language/Dialect: Malayalam, Reading Ability: Fluent, Writing Ability: Fluent, Speaking
Ability: Fluent

Language/Dialect: Hindi, Reading Ability: Functional, Writing Ability: Functional, Speaking
Ability: Functional

Language/Dialect: Tamil, Speaking Ability: Functional

Language/Dialect: American Sign Language, Reading Ability: Functional, Writing Ability:
Functional

Memberships

Member. International Journal of Service Industry Management

Member. Journal of Services Marketing

Member. Management Decision

Member. European Journal of Business Research

Member. Alliance Journal of Business Research

Member. International journal of Strategic Change Management

Member. International journal of Six SIGMA and Competitive Advantage

Member. Journal of Hospitality and Leisure Marketing

Member. Journal of Quality Assurance in Hospitality and Tourism

Member. Journal of Hospitality and Tourism Education

Member. Tourism Today

Member. International Journal of Contemporary Hospitality Management

Peer Reviewed Journal Articles

DR JAY KANDAMPULLY. 1995. Tourism in the south west: Present possibilities and future projections. *Journal of Interdisciplinary Economics*. Vol. 6: 169-181.

DR JAY KANDAMPULLY. 1997. Firms should give loyalty before they can expect it from customers. *Managing Service Quality*. Vol. 7 (2): 92-94.

DR JAY KANDAMPULLY. 1997. Quality management in retailing through a concept of 'SERVICE-PRODUCT' design. *Total Quality Management Journal*. Vol. 8 (1): 41-53.

DR JAY KANDAMPULLY, R. Duddy. 1997. Shotover to quality: The world's most exciting jet boat ride. *Managing Service Quality*. Vol. 7 (5): 221-223.

DR JAY KANDAMPULLY. 1998. Service quality to service loyalty; A relationship which goes beyond customer services. *Total Quality Management Journal*. Vol. 9 (6): 431-443.

DR JAY KANDAMPULLY, L. Butler. 1998. Service guarantee: a strategic mechanism to enhance feedback. *The International Journal of Business Transformation*. Vol. 1 (3): 240-244.

DR JAY KANDAMPULLY, Z.H. Wang, C. Ryan. 1998. Coach operators and Taiwanese visitors to New Zealand- A gap analysis of attitudes. *Pacific Tourism Review*. Vol. 2 (3): 251-259.

DR JAY KANDAMPULLY, Z.H. Wang, C. Ryan. 1998. Taiwanese visitors to New Zealand- An analysis of attitudes. *Pacific Tourism Review*. Vol. 2 (1): 29-41.

DR JAY KANDAMPULLY, R. Duddy. 1999. Competitive advantage through anticipation, innovation and relationships. *Management Decision*. Vol. 37 (1): 51-56.

DR JAY KANDAMPULLY, R. Duddy. 1999. Relationship marketing: A concept beyond the primary relationship. *Marketing Intelligence and Planning*. Vol. 17 (7): 315-323.

DR JAY KANDAMPULLY. 2000. The impact of demand fluctuation on the quality of service: A tourism industry example. *Managing Service Quality*. Vol. 10 (1): 10-19.

DR JAY KANDAMPULLY, B. Menguc. 2000. Managerial practices to sustain service quality: An empirical investigation of New Zealand service firms. *Marketing Intelligence and Planning*. Vol. 18 (4): 175-184.

DR JAY KANDAMPULLY, D. Suhartanto. 2000. Customer loyalty in the hotel industry: The role of customer satisfaction and image. *International Journal of Contemporary Hospitality management*. Vol. 12 (6): 346-351.

DR JAY KANDAMPULLY, E.P. Anotonacopoulou. 2000. Alchemy: The transformation to service excellence. *The Learning Organization*. Vol. 7 (1): 13-22.

DR JAY KANDAMPULLY, L. Butler. 2001. Service guarantees: A strategic mechanism to minimize customers' perceived risk in service organizations. *Managing Service Quality*. Vol. 11 (2): 112-121.

DR JAY KANDAMPULLY, R. Duddy. 2001. Service system: A strategic approach to gain a competitive advantage in the hospitality and tourism industry. *International Journal of Hospitality and Tourism Administration*. Vol. 2 (1): 27-47.

DR JAY KANDAMPULLY. 2002. Innovation as the core competency of a service organization: The role of technology, knowledge and networks. *European Journal of Innovation Management*. Vol. 5 (1): 18-26.

DR JAY KANDAMPULLY, H. Lassen, S. Barker. 2002. The emergence of e-market services in the Australian mining industry: Ludowici Mineral Processing Pty Ltd, Quadrem eMarketplace, and Austrade eMarket services. *Managing Service Quality*. Vol. 12 (4): 257-264.

DR JAY KANDAMPULLY, V.K. La. 2002. Electronic retailing and distribution of services: Cyber intermediaries that service customers and service providers. *Managing Service Quality*. Vol. 12 (2): 100-116.

DR JAY KANDAMPULLY. 2003. B2B relationships and networks in the internet age. *Management Decision*. Vol. 41 (5): 443-451.

DR JAY KANDAMPULLY, D. Suhartanto. 2003. The role of customer satisfaction and image in gaining customer loyalty in the hotel industry. *Journal of Hospitality & Leisure Marketing*. Vol. 10 (1/2): 3-25.

DR JAY KANDAMPULLY, R.L. Chapman, C. Soosay. 2003. Innovation in logistic services and the new business model: A conceptual framework. *International Journal of Physical Distribution and Logistics Management*. Vol. 33 (7): 630-650.

DR JAY KANDAMPULLY, S. Lee, S. Barker. 2003. Technology, service quality, and customer loyalty in hotels: Australian managerial perspectives. *Managing Service Quality*. Vol. 13 (5): 423-432.

DR JAY KANDAMPULLY, K.V. La. 2004. Market Oriented learning and customer value enhancement through service recovery management. *Managing Service Quality*. Vol. 14 (5): 390-401.

DR JAY KANDAMPULLY, D. Solnet. 2005. Service orientation as a strategic initiative: A conceptual model and exemplars. *Alliance Journal of Business Research*. Vol. 1 (2): 1-20.

DR JAY KANDAMPULLY, J. Suh, S. Baker, S. Pegg. 2005. Service recovery readinees in Australian hospitality and leisure operations: A conceptual framework and findings from an exploratory study. *Journal of Quality Assurance in Hospitality & Tourism*. Vol. 6 (1/2): 43-64.

DR JAY KANDAMPULLY, P. Promsivapallop. 2005. Service networks: A strategy to match customer needs, service offer and operational activities. *Journal of Hospitality and Leisure Marketing*. Vol. 12 (2): 101-117.

DR JAY KANDAMPULLY, T. Mohammad, S. Barker. 2005. Multicultural student perceptions of fast food restaurant brands: An Australian study. *Journal of Hospitality and Leisure Marketing*. Vol. 12 (4): 93-117.

DR JAY KANDAMPULLY. 2006. The new customer-centered business model for the hospitality industry. *International Journal of Contemporary Hospitality Management*. Vol. 18 (3): 173-187.

DR JAY KANDAMPULLY, Y. Wang, H.P. Lo, G. Shi. 2006. The role of brand equity and corporate reputation in CRM: A Chinese study. *Corporate Reputation Review*. Vol. 9 (3): 179-197.

DR JAY KANDAMPULLY, A. Agus, S. Barker. 2007. An exploratory study of service quality in the Malaysian public service. *International Journal of Quality and Reliability Management*. Vol. 24 (2): 177-190.

Positions

1990 - 1993 Part-time Lecturer, University of Exeter, Business and Economics. Exeter, United Kingdom.

1995 - 2000 Senior lecturer in Services Management and Hospitality, Lincoln University, Commerce. Lincoln University, PA, United States.

2000 - 2003 Associate Professor and the Head of the Services Management and Hospitality division, and Director of graduate programs, The University of Queensland, Tourism and Leisure Management. Brisbane, AU, Australia.

2003 - 2003 Professor , The Ohio State University, Human Ecology Administration .
Columbus, OH, United States.

2005 - 2006 Visiting Professor, S.P.Jain Center of Management. Dubai.

2005 - 2006 Visiting Professor, University of Applied Sciences, MCI, Services Management
and Hospitality. Innsbruck, Austria.

2006 Visiting Professor, University of Applied Sciences, Salzburg, Services Management for
Hotel and Tourism Management. Salzburg, Austria.