

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:		
<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 	Areas of Teaching Expertise:	
	<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 	