

# ***DR. FIRAS J. AL-SHAKHSHEER***

DEPARTMENT OF HOTEL AND TOURISM MANAGEMENT • PETRA FACULTY FOR TOURISM AND  
ARCHAEOLOGY • AL-HUSSEIN BIN TALAL UNIVERSITY

---

## ***PERSONAL INFORMATION***

---

- Date of Birth March 9<sup>th</sup>, 1978
  - Nationality Jordanian
  - Cell phone +962-775708942
  - E-Mail Alshakhsheer.f.j@gmail.com
- 

## ***EDUCATION***

---

- **University of Lincoln- U.K** (2006-2011)  
Ph.D. Financial Management.  
Lincoln Business School.  
Ph.D **Thesis** : "Financial Structure Decisions of Private Hotels:  
Evidence from Jordan".
  - **Yarmouk University- Jordan** (2000-2003)  
MSc. Business Administration.  
Faculty of Economics & Administrative Sciences.  
MSc. **Dissertation**: "Performance Evaluation Process in Jordanian  
Commercial Banks.
  - **Yarmouk University- Jordan** (1996-2000)  
BSc. Business Administration.  
Faculty of Economics & Administrative Sciences.  
BSc. **Dissertation**: "Strategic Planning in Commercial Banks:  
Evidence from Jordan".
- 

## ***ACADEMIC EXPERIENCE***

---

- **Al-Hussein Bin Talal University** (2017-To Date)  
Finance & Accounting Lecturer  
Associate Professor  
Ma'an, Jordan
  - **Al-Hussein Bin Talal University** (2011-2017)  
Finance & Accounting Lecturer  
Assistant Professor  
Ma'an, Jordan
  - **University of Jordan** (2004-2005)  
Business Management Lecturer  
Teaching Assistant  
Amman, Jordan
  - **Yarmouk University** (2001-2003)  
Research Assistant  
Irbid, Jordan
- 

## ***PROFESSIONAL EXPERIENCE***

---

- **Head of Hotel & Tourism Management Department** (2018-2019)  
Al-Hussein Bin Talal University  
Ma'an, Jordan
  - **Head of Hotel & Tourism Management Department** (2015-2016)  
Al-Hussein Bin Talal University  
Ma'an, Jordan
  - **Marketing & Sales manager** (2003-2004)  
Qwara Ceramics Factory  
Amman, Jordan
  - **Sales Supervisor** (2000-2003)  
Laurel Furniture Manufacturing Est.  
Irbid, Jordan
-

---

---

***PUBLISHED RESRACH***

---

- Al-Ababneh, M., Masadeh, M., Al-Shakhsheer, F.J. & Habiballah, M. (2018). The Impact of Internal Service Quality on Job Satisfaction in the Hotel Industry, *Research in Hospitality Management*, Vol. 8, No. 1, pp. 55-62.
- Habiballah, M., Al-Shakhsheer, F.J., Al-Sabi, S., & Masadeh, M. (2018). Food Safety Training: A Study of Food Handlers Working in Hotels in the North of Jordan. *European Scientific Journal*, Vol.14, No.26, pp. 127-148.
- Al-Ababneh, M., Al-Sabi, S., Al-Shakhsheer, F.J., & Habiballah, M. (2018). Mediating Role of Empowerment between Total Quality Management and Service Recovery Performance in the Hotel Industry. *Journal of Spatial and Organizational Dynamics*, Vol. VI, Issue 3, pp. 286-313.
- Al-Shakhsheer, F.J., Habiballah, M., Al-Ababneh, M. & Al-Sabi, S. (2017). Financial Implications of Competitive Pricing Strategies: Evidence from the Jordanian Hotel Industry. *Business Management Dynamics*. Vol.7, No.5, pp. 16-26.
- Al-Shakhsheer, F.J., Habiballah, M., Al-Ababneh, M. & Alhelalat, J. (2017). Improving Hotel Revenue through the Implementation of a Comprehensive Dynamic Pricing Strategy: A Conceptual Framework and Empirical Investigation of Jordanian Hotels. *Business Management Dynamics*. Vol.7, No.6, pp. 19-33.
- Habiballah, M., Al-Shakhsheer, F.J. & Al-Ababneh, M. (2017). Restaurant Employees' Food Handling Practices in Irbid City, Jordan. *Journal of Tourism and Hospitality Management*. Vol.5, No.1, pp. 81-89.
- Al-Ababneh, M.; Al-Sabi, S., Al-Shakhsheer, F.J. & Masadeh, M. (2017). The Influence of Employee Empowerment on Employee Job Satisfaction in Five-Star Hotels in Jordan. *International Business Research*, Vol.10, No.3, pp. 133-147.

---

---

***RESEARCH INTERESTS***

---

- |                           |                               |
|---------------------------|-------------------------------|
| • Revenue Management.     | • Total Quality Management.   |
| • Small Business Finance. | • Human Resources Management. |
| • Capacity Management.    | • F&B Management.             |
| • Small Business Finance. | • Tourism Economics.          |

---

---

***COURSES TAUGHT (FOR UNDERGRADUATE AND POSTGRADUATE STUDENTS)***

---

- |   |   |
|---|---|
| • Financial Accounting.                   | • Human Resources Management.                 |
| • Managerial Accounting.                  | • Business Statistics.                        |
| • Financial Management.                   | • Research Methodology.                       |
| • Cost Accounting.                        | • Communication Skills.                       |
| • Assets Management.                      | • Marketing Researches in Tourism.            |
| • Revenue Management.                     | • Room Division Management.                   |
| • Financial Analysis.                     | • Operations Management.                      |
| • Quantitative Analysis.                  | • Principles of Tourism Management.           |
| • Project Management & Feasibility Study. | • Tourism Marketing.                          |
| • Risk Management.                        | • Principles of Hotel Management.             |
| • Economics.                              | • Art of Hospitality and Etiquette.           |
| • Purchase Management.                    | • Research Methods and Graduation Project.    |
| • Computer Applications in Hotels.        | • Management of Travel and Tourism Companies. |
| • Consumer Behavior.                      | • Front Office Management.                    |

---

---

***COMPUTER SKILLS***

---

- MS Office (Word, Excel, PowerPoint, Publisher).
  - SPSS Software (Quantitative Analysis).
  - AMOS Programme (Structural Equation Models).
  - Computerized Accounting Software.
  - OPERA Property Management System.
- 
-

---

---

***OTHER SKILLS***

---

- Curriculum Development.
- Teaching, Researching & Editing.
- Study Plans Development.
- Financial Consulting.
- Feasibility Study Preparation.
- Practical Accounting Training.
- Effective Communication Skills Training.

---

---

***LANGUAGES***

---

- Fluent in Arabic; writing, reading & speaking (Native).
  - Very Good in English; writing, reading & speaking.
- 
-