

# ***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***

---

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

---

## ***ACADEMIC EXPERIENCE***

---

- |   |                |
|---|----------------|
| • <b>Al-Hussein Bin Talal University</b><br>Finance & Accounting Lecturer<br>Associate Professor<br>Ma'an, Jordan | (2018-To Date) |
| • <b>Al-Hussein Bin Talal University</b><br>Finance & Accounting Lecturer<br>Assistant Professor<br>Ma'an, Jordan | (2011-2018)    |
| • <b>University of Jordan</b><br>Business Management Lecturer<br>Teaching Assistant<br>Amman, Jordan              | (2004-2005)    |
| • <b>Yarmouk University</b><br>Research Assistant<br>Irbid, Jordan  | (2001-2003)    |
- 

---

## ***PROFESSIONAL EXPERIENCE***

---

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

---

---

***PUBLISHED RESRACH***

---

- Al-Ababneh, M., Al-Shakhsheer, F.J., Al-Badarneh, M.B & Masadeh, M. (2022). The Role of Total Quality Management Practices in Improving Service Recovery Performance through Service Innovation in Jordan's Five-Star Hotels, African Journal of Hospitality Tourism and Leisure. Vol. 11, No. 1, pp.169-189.
- 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.   |
| • Entrepreneurial Finance. | • Human Resources Management. |
| • Capacity Management.     | • F&B Management.             |
| • Strategic Management.    | • Business Economics.         |

---

---

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

---

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

---

---

### ***COMPUTER SKILLS***

---

- ICDL (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.
- Financial Consultings.
- Preparation of Feasibility Studies.
- Practical Accounting Training.
- Effective Communication Skills Training.

---

---

### ***LANGUAGES***

---

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