

Dr. Mukhles Mansour Ahmad Al-Ababneh
Associate Professor of 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)
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Areas Of Research Expertise:

- Hospitality Management
- Tourism Management
- Human Resources Management
- Total Quality Management (TQM)
- Service Quality
- Service Recovery
- Empowerment
- Innovation in Hospitality
- Creativity and Creative Tourism

Areas Of Teaching Expertise:

- 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
- Tourism and Hospitality Marketing
- Resort and Spa Hotel Management
- Destination Management and Marketing

Academic Qualifications:

Year	Degree
2008 – 2011	Doctor of Philosophy (Ph.D.) Degree in Management Studies\International Hospitality Management. <i>School of Hospitality and Tourism Management, University of Surrey, United Kingdom</i>
2008 – 2010	Master of Philosophy (M.Phil) leading to Ph.D. Degree in Management Studies\International Hospitality Management. <i>School of Hospitality and Tourism Management, University of Surrey, United Kingdom</i>
2005 – 2007	Master of Science (M.Sc.) Degree in International Hospitality Management. <i>Faculty of Food, Clothing & Hospitality Management, Manchester Metropolitan University, United Kingdom</i>
2004 – 2005	Postgraduate Diploma (PGD) Degree in International Hospitality Management. <i>International College of Hospitality Administration “César Ritz”, University Centre César Ritz, Switzerland</i>
2002 – 2003	Master (M.A) Degree in Strategic Management for Sustainable Development <i>School of Economics, Management, and Statistics, Bologna University, Italy</i>
1997 – 2001	Bachelor (B.Sc.) Degree in Business Administration <i>with Honors (1st ranking)</i> <i>School of Business, Mu'tah University, Jordan</i>
1995 – 1997	Intermediate Diploma (Dip.) Degree of Medical Rays <i>with Honors (1st ranking)</i> <i>Institute of Medical Profession-Al-Balqa Applied University, Irbid, Jordan</i>
1994 – 1995	General Secondary in Scientific Stream (Tawjihi) – High School <i>Ministry of Education, Jordan.</i>

Awarded Scholarships:

Year	Scholarship
2008-2011	Ph.D. Degree in Management Studies\International Hospitality Management M.Phil leading to Ph.D. in Management Studies\International Hospitality Management <i>Sponsored by AL-Hussein Bin Talal University, Jordan</i>
2004-2007	MSc. Degree in International Hospitality Management PGD Degree in International Hospitality Management <i>Sponsored by AL-Hussein Bin Talal University, Jordan</i>
2002-2003	MA Degree in Strategic Management for Sustainable Development <i>Sponsored by Ministry of Foreign Affairs, Italy</i>
1995-1997	Intermediate Diploma Degree in Medical Rays <i>Sponsored by Institute of Medical Profession at Al-Balqa Applied University, Jordan</i>

Academic Awards:

Year	Award
1997	High Achievement Award: Highest Academic Ranking Student in the specialization Medical Rays in Jordan for the year 1997, Diploma Degree, Al-Balqa Applied University.
1997-2001	Mu'tah University- School of Business Board of Honor. Mu'tah University Board of Honor.
2001	High Achievement Award: Highest Academic Ranking Student in the Department of Business Administration for the year 2001, Bachelor Degree, Mu'tah University.
Sep 2018	Publons' Global Peer Review Awards 2018: Top reviewer in Publons' Global Peer Review in 2018. https://publons.com/author/793824/mukhles-al-ababneh
Sep 2019	Publons' Global Peer Review Awards 2019: Top reviewer in Publons' Global Peer Review in 2019. https://publons.com/author/793824/mukhles-al-ababneh

Language Proficiencies:

- Arabic (Native)
- English (Full Professional Proficiency)
- Italian (Beginner)
- French (Beginner)

Professional Skills:

- Academic Administrative Skills
- Study Plans Development Skills
- Curriculum Development Skills
- Teaching and Training Skills
- Research & Reporting Skills
- Data Analysis Skills
- Consulting and Development Skills
- Education Quality and Accreditation Skills
- Quality Standards Building Skills
- Management and Leadership Skills

Computer Skills:

- MS Office Applications: Word, Excel, Power Point, Publisher
- Quantitative Analysis: SPSS (Statistical Package for Social Sciences) Programme
- Qualitative Analysis: Content and Thematic Analysis.
- Modeling Analysis:
 - AMOS Programme (Structural Equation Modeling-SEM)
 - Partial Least Squares-Structural Equation Modeling (PLS-SEM)
- Website Design

Teaching & Professional Experience:

Date	Position
30 Sep 2019 – Present	Head of the Department of Hotel and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
27 March 2017- Present	Associate Professor of Hospitality and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
6 Sep 2015 –18 Sep 2016	Vice Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
10 July – 27 August 2016	Acting Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>

10 July- 27 August 2016	Acting Head of the Department of Hotel and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
10 July – 31 July 2016	Acting Head of the Department of Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
5 May – 11 May 2013	Acting Dean of Petra College for Tourism and Archaeology <i>AL-Hussein Bin Talal University, Jordan</i>
3 June 2012 – 5 Sep 2015	Head of the Department of Hotel and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
2Jan 2012–26March 2017	Assistant Professor of Hospitality and Tourism Management <i>AL-Hussein Bin Talal University, Jordan</i>
16 Sep 2007-14 Sep 2008	Full-time Lecturer in Tourism and Hotel Management <i>AL-Hussein Bin Talal University, Jordan</i>
10Oct 2005-31March 2006	Cost Control Supervisor <i>Institut Hôtelier “César Ritz”, Bouveret, Switzerland</i>
19 Jan 2004 -3 Oct 2004	Administrative Officer <i>The University of Jordan, Jordan</i>
14Nov 2002-14 Feb 2003	Researcher in the Externalities of Energy in Italy and the Region of Emilia-Romagna. <i>ARPA(Environment Organisation), Bologna, Italy</i>
2 May 1999- 6 April 2002	Administrative Officer <i>Ministry of Health, Jordan</i>

University’s Boards, Committees and Professional Service at Petra College for Tourism and Archaeology\AL-Hussein Bin Talal University, Jordan:

Date	Board\Committee
8 Oct 2019 – Present	Member, Committee of Comprehensive Exam for Master in Tourism Management.
8 Oct 2019 – Present	Member, Committee of Postgraduate Studies.
8 Oct 2019 – Present	Member, Students’ Disciplinary Committee.
6 Oct 2019 – Present	Member, Committee of Postgraduate Studies in Archaeology Department.
6 Oct 2019 – Present	Member, Scientific Research Committee at Petra College for Tourism and Archaeology.
2 Dec 2018 – 5 Oct 2019	Member, Committee of Academic Promotion Evaluation
21 January 2018	Member, Committee of Eurasia & Erasmus Projects
28 Nov 2017	Quality Liaison Officer in Petra College for Tourism and Archaeology.
21 Aug 2017– Present	Member, Curriculum and Study Plans Committee in Tourism Management
1 May 2017	Member, TedQual Committee
11 April 2017	Member, Curriculum and Study Plans Committee in Hotel Management
Nov 2016	Chair, Academic Appointments Committee
18 August 2016	Member, Representative Committee
March 2016 – Sep 2016	Member, Strategic Plan Committee
Jan 2016 – Sep 2016	Member, Study Plans Committee
Dec 2015 – Sep 2016	Chair, The University Competence Exam Committee
Oct 2015 – Sep 2016	Chair of Session in the 1 st International Petra Conference on Cultural Tourism (PCCT) at Petra College\AL-Hussein Bin Talal University at Petra, Jordan.
17-19 May 2015	Member, Training Hotel Committee
March 2015 – Sep 2016	Member, Guiding Study Plans Committee in Hotel and Tourism Management
March 2015 – Sep 2016	Chair of Session in the Workshop of “National Fund for Tourism Risks”- Petra College\AL-Hussein Bin Talal University at Petra, Jordan.
Feb 2015	Chair, Technical Diploma Committee in Hotel and Tourism Management
Sep 2014 – Sep 2016	Member, Scientific Committee of Master Degree in Tourism Management
Sep 2014 – Sep 2016	Member, Logo Contest “Made in Petra” Committee
Sep 2014 – May 2015	

Sep 2014 – May 2015	General Coordinator, 1 st International Petra Conference on Cultural Tourism (PCCT) at Petra College\Al-Hussein Bin Talal University at Petra, Jordan.
Sep 2014 – May 2015	Member, Higher Committee, The PCCT Conference, Petra Collage
14Oct 2012– 24 Feb 2014	Chair, TedQual Committee at Petra College for Tourism and Archaeology
17 Oct 2018–30 Sep 2019	Member, The University Council
5 Sep 2012 – 8 Sep 2013	(Representative of Petra College for Tourism and Archaeology).
Oct 2015 – Sep 2016	Chair, Students' Disciplinary Committee
5 Sep 2012 – 8 Sep 2013	
6 Oct 2019 – Present	Member, Petra College for Tourism and Archaeology Council.
3June 2012 – 18Sep 2016	
3June 2012 – 18Sep 2016	Member, Students' Excuses Committee in Final Exams
30 Sep 2019 – Present	Chair, Department of Hotel and Tourism Management Council
3 June 2012 – 5 Sep 2015	
3 June 2012 – 5 Sep 2015	Chair, Curriculum and Study Plans Committee in Hotel and Tourism Management
3 June 2012 – 5 Sep 2015	Chair, Students' Field Training Programmes Committee in Hotel and Tourism Management
2 Jan 2012 – Present	Member, Department of Hotel and Tourism Management Council

Professional Memberships:

Date	Committee
5 Nov 2019	Chair, The Committee for Accrediting a Specialisation: Tourism and Heritage Sites Management (Master Programme) at the Hashemite University, Jordan.
2017	Member of Curriculum Development Committee for high schools education of hotel education stream: nominated by Al-Hussein Bin Talal University to the Ministry of Education, Jordan.
20 Oct 2016–10 Jan 2019	Member, The Council of Centre of Studies, Consultations & Community Development, Al-Hussein Bin Talal University, Jordan.
Feb 2015– June 2015	Member, "Destination Management Committee in Petra", a joint program between Al-Hussein Bin Talal University and Petra Development and Tourism Region Authority, Jordan.
Feb 2015– June 2015	Member, "Tourism Marketing and Promotion Committee in Petra", a joint program between Al-Hussein Bin Talal University and Petra Development and Tourism Region Authority, Jordan.
Jan 2015 – May 2015	Member, Scientific Committee, the Jordan Second International Conference on Tourism and Hospitality 2015, Yarmouk University, Jordan.
15 January 2014	Member, The Committee for Accrediting (Privet Accreditation) a Specialisation: Hotel Management (Diploma Programme) at Jordan Applied University College of Hospitality and Tourism Education, Amman, Jordan.
Dec 2013 – Present	Member, Hotel Management Education Committees & Quality Criteria Consultant, the Higher Education Accreditation Commission (HEAC), Jordan.
Dec 2013 – Present	Volunteer Consultant and Trainer, INJAZ, Jordan.
Oct 2013 – Oct 2014	Vice President, Petra Marketing Committee in Arab Countries within "Petra Program for Tourism Development", a joint program between Al Hussein Bin Talal University and Petra Development and Tourism Region Authority, Jordan.

Oct 2013 – Oct 2014	Member, Petra Conference Committee within “Petra Program for Tourism Development”, a joint program between Al Hussein Bin Talal University and Petra Development and Tourism Region Authority, Jordan.
Oct 2013 – Oct 2014	Member, Creative Ideas for Tourism Development Committee in Petra within “Petra Program for Tourism Development”, a joint program between Al Hussein Bin Talal University and Petra Development and Tourism Region Authority, Jordan.
September 2009	Member, The International Student Office’s welcome team for new students, University of Surrey, UK.
June 2008 – June 2009	General Secretary, Saudi International Conference 2009, University of Surrey, UK.

Steering & Scientific Committees:

Date	Committee
Sep 2014 – Feb 2015	Member, Scientific Committee in Workshop “National Fund for Tourism Risks” Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
Sep 2014 – May 2015	Member, Scientific Committee in the <i>1st Petra International Conference on Cultural Tourism (PCCT)</i> , 17 -19 May 2015, Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
January- May 2015	Member, Scientific Committee in the <i>Jordan Second International Conference on Tourism and Hospitality</i> , Yarmouk University, Jordan, 12 -16 May 2015.
January 2018– Sep 2018	Member, Scientific Committee in <i>International Symposium on Advancements in Tourism, Recreation and Sports Sciences (ATRSS)</i> ”, Podgorica, Montenegro, 5 – 8 September 2018.
Nov 2018 – Sep 2019	Member, Scientific Committee in <i>International Symposium on Advancements in Tourism, Recreation and Sports Sciences (ATRSS)</i> ”, Eskişehir, Turkey, 12 – 15 June 2019.
Dec 2019 – Present	Member, Scientific Committee in <i>Global 2020 Congress on Economics, Business, Management and Financial Sciences</i> , Aqaba, Jordan, 13-15 November, 2020.

Organising Committees:

Date	Committee
Sep 2014 – May 2015	Member, Organising Committee in <i>The 1st Petra International Conference on Cultural Tourism (PCCT)</i> , 17 -19 May 2015, Petra College for Tourism and Archaeology\Al-Hussein Bin Talal University, Jordan.
Dec 2019 – Present	Chair, Organising Committee in <i>Global 2020 Congress on Economics, Business, Management and Financial Sciences</i> , Aqaba, Jordan, 13-15 November, 2020.

Professional Affiliations:

Date	Affiliation
July 2018 – Present	Association of North America Higher Education International-ANAHEI.
April 2017–Present	International Society for Development and Sustainability (ISDS), Japan.

April 2016 – Present	Member, Masters International Research and Development Center (MIRDEC).
Feb. 2015 – Present	Vice-President, “Jordanian Tourism Experts Society” (JTES), Jordan.
Feb. 2015 – Present	Founding Member, “Jordanian Tourism Experts Society” (JTES), Jordan.

Editorial Responsibilities

Editor-in-Chief:

Jan 2020 – Present *International Journal of Hospitality and Tourism Studies (IJHTS) – Refaad*

Journal Executive Editor:

June 2014 – Present *International Journal of Tourism and Hospitality Reviews (IJTHR) – GIAP*

Journal Associate Editor:

March 2018–Present *International Journal of Tourism and Hospitality Management in the Digital Age– IGI Global*

May 2018 – Present *Hospitality & Tourism Management International Journal–Medcrave*

Journal Article Editor:

Nov. 2014 – Present *SAGE Open – SAGE Journals*

Oct. 2017 – Present *Journal of Tourism & Hospitality – Longdom Publishing SL*

Sep. 2018 – Present *Journal of Hotel and Business Management – Longdom Publishing SL*

Journal Editorial Board Member:

Jan 2014 – Present *International Journal of Economics, Commerce and Management (IJECM)*

April 2014– Present *EDUVED International Journal of Interdisciplinary Research*

July 2014 – Present *European Academic Research*

July 2014 – Present *European Journal of Academic Essays (EJAE)*

June 2015 – Present *Journal of Tourism Management Research –PAK Publishing*

Oct 2015 – Present *Journal of Business Administration and Management Sciences Research–APEX Journals*

Dec 2016 – Present *International Journal of Business & Management Science– EPH*

Feb 2017- Present *International Journal of Research in Tourism and Hospitality–ARC Publications*

Feb 2017- Present *American Research Journal of Business and Management– ARJ*

Feb 2017- Present *Journal of Tourism & Hospitality – Longdom Publishing SL*

April 2017- Present *International Review of Management and Business Research (IRMBR)*

April 2017- Present *International Journal of Research in Business Studies and Management–Sryahwa*

May 2017–Present *International Journal of Emerging Trends in Social Sciences (IJETSS)*

May 2017–Present *Journal of Tourism and Hospitality Management (JTHM)–David Publishing*

May 2017–Present *International Journal of Culture, Hospitality and Tourism Research– AI Publications*

May 2017–Present *International Journal of Scientific Engineering and Science (IJSES)*

May 2017–Present *Journal of Research in Business, Economics and Management (JRBEM)*

July 2017–Present *Journal of Tourism Management Research – Conscientia Beam*

July 2017–Present *International Journal of Management and Sustainability–Conscientia Beam*

Sep 2017–Present *Journal of Hotel and Business Management – Longdom Publishing SL*

Sep 2017–Present *International Journal of Recent Research and Review*

Oct 2017–Present *Science Journal of Business and Management– Science Publishing Group*

Nov 2017–Present *Asian Development Policy Review–Asian Economic and Social Society*

May 2018-Present	<i>Open Journal of Human Resource Management –SRYAHWA</i>
May 2018-Present	<i>Journal of Advance Research in Medical & Health Science</i>
June 2018-Present	<i>Environment and Social Psychology-Whioce</i>
July 2018- Present	<i>International Journal of Hospitality and Tourism Management-Science PG</i>
July 2018- Present	<i>Journal of Research in International Business and Management</i>
Nov 2018- Present	<i>GSI Journals-Global Science Institute</i> <i>Serie A: Advancements in Tourism, Recreation and Sports Sciences (ATRSS)</i>
Jan 2019- Present	<i>International Journal of Tourism & Hotel Business Management(IJTHM)-SciTech Central Inc., USA</i>
April 2019-Present	<i>IOJPH – International open Journal of Business & Management Science</i>
April 2019-Present	<i>Journal of Global Business Insights (JGBI), University of South Florida, USA</i>
April 2019-Present	<i>International Journal of Contemporary Hospitality Management (IJCHM)-Emerald</i>
June 2019-Present	<i>Modern Management Forum – Universe Scientific Publishing Pte. Ltd., Singapore</i>
Aug 2019-Present	<i>Energy Resource Environmental and Sustainable Management, UK</i>
March 2020- Present	<i>Journal of Tourism & Sports Management (IJTHM)- SciTech Central Inc., USA</i>
Sep. 2020 - Present	<i>Journal of Global Hospitality and Tourism-University of South Florida, USA</i>
Sep. 2020 - Present	<i>Journal of Business and Technology Management- Holy Knight Publication, UK</i>

Journal Editorial Review Board Member (Ad hoc Reviewer):

The Service Industries Journal (Taylor & Francis) | International Journal of Contemporary Hospitality Management (IJCHM) (Emerald) | Tourism and Hospitality Research (THR) (Sage) | International Journal of Tourism Cities (Emerald) | Journal of Destination Marketing & Management (Elsevier) | European Research on Management and Business Economics (Elsevier) | Journal of Hospitality & Tourism Research (Sage) | International Journal of Management and Commerce Innovations (Research Publish Journals) | European Journal of Tourism Research (Varna University of Management) | American Journal of Applied Science (Science Publications) | International Journal of Tourism and Hospitality Management in the Digital Age (IGI Global) | e-Review of Tourism Research (eRTR) | Almatourism – Journal of Tourism, Culture and Territorial Development | Journal of Management Research (Macrothink Institute) | Global Journal of Management and Business Research (GJMBR) | Journal of Tourism and Hospitality Management (JTHM) (David Publishing) | Management and Organizational Studies (MOS) (Sciedu Press) | International Research Journal of Public and Environmental Health (IRJPEH) | Tourism and Management Studies | Open Science Journal | OALib Journal | Intangible Capital (Omnia Science) | International Journal of Economic and Business Management | International Journal of Political Science and Development | Journal of Applied Management Science | Pakistan Journal of Society, Education & Language | Academy of Marketing Studies Journal (Allied Journals) | International Journal of Economics Management and Social Science (IJEMSS)(Salewangang Indonesia) | Modern Applied Science Journal (Canadian Center of Science and Education) | Business and Management Research Journal | Enlightening Tourism-A Pathmaking Journal | International Journal of Arts, Humanities, Literature and Science (IAHLS).

External Reviewer:

Date	Symposium\Conference\University
May 2015	<i>The Jordan Second International Conference on Tourism and Hospitality, Yarmouk University, Jordan, 12 -16 May 2015.</i>
November 2015	<i>Deanship of Research, Sultan Qaboos University, Oman.</i>
March 2016	<i>The First International Conference of Tourism Management & Heritage Conservation, Hashemite University, Jordan, 15-18 March 2016.</i>

April 2016	<i>International Conference on Tourism</i> , Prague–Czech Republic, 19-21 July 2016.
June 2017	<i>Global Conference on Hospitality, Tourism, Event and Leisure Management</i> . Florida International University's Biscayne Bay Campus, North Miami, Florida, USA, 14-17 March 2018.
December 2017	<i>The 4th Edition of International Symposium on Tourism in the Arab World (ISTAW-4). The Nationals Tourism: Experiences, Practices And Development Opportunities</i> . Algiers, University of Sciences and Technology Houari Boumediene (USTHB), 20-22 October 2018.
December 2017	<i>The 47th European Marketing Academy (EMAC) Annual Conference "People Make Marketing"</i> . University of Strathclyde, Glasgow, UK, 29 May-1 June 2018.
January 2018	<i>The 9th EMAC Regional Conference "Marketing Challenges, Innovations and Trends in Emerging Markets"</i> , Prague, Czech Republic, 12-14 September 2018.
April 2018	<i>International conference "Our Heritage between Sustainability and Crises"</i> , Mutah University and Al-Hussein Bin Talal University, Jordan. 9-11 April 2018.
June 2018	<i>TMS ALGARVE 2018- Tourism & Management Studies International Conference</i> . Algarve, Portugal, 14-17 November 2018.
October 2018	<i>The 48th European Marketing Academy (EMAC) Annual Conference</i> . Universitat Hamburg, Hamburg, Germany, 28-31 May 2019.
Sep 2019	<i>The 49th European Marketing Academy (EMAC) Annual Conference</i> . Corvinus University, Budapest, Hungary, 27-29 May 2020.
Jan 2020	EMAC 2020 Regional Conference, Zagreb, Croatia. 16-19 September 2020.
Sep 2020	The 50 th European Marketing Academy (EMAC) Annual Conference. Madrid, Spain, 25-28 May 2021.

Attended Seminars\Conferences\Workshops:

Date	Seminar\Conference\Workshop
23 January 2009	" <i>Academic Writing: Writing the Literature Review</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
27 January 2009	" <i>Analysing Data Using Excel</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
28 January 2009	" <i>Basic Presentation Skills</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
29 January 2009	" <i>PowerPoint for Presentations</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
9 February 2009	" <i>PhD Project Management (Online)</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
15 February 2009	" <i>How to achieve what do you want</i> " organised by University of Surrey, Guildford, UK
17 February 2009	" <i>Academic Writing: Adapting Texts for presentations</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
27 March 2009	" <i>Academic Writing: Paraphrasing, Summarising & Referencing</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
16-17 April 2009	" <i>Effective Researcher Programme</i> " organised by University of Surrey & Vitae \UK
4 June 2009	" <i>International Business Protocol</i> " organised by Lausanne Hospitality Consulting\ Switzerland
25 February 2010	" <i>Taking Your Research to the Public</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
3 November 2010	" <i>Poster Presentations</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
11 November 2010	" <i>Getting Published</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
15 November 2010	" <i>Saying 'No' Positively</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
22 November 2010	" <i>Academic Writing: Introductions and Conclusions</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
30 November 2010	" <i>Academic Writing: Writing a Conference Paper</i> " organised by Postgraduate Skills Development Programme, University of Surrey \UK
12 February 2014	" <i>Crisis Management in Tourism</i> " organised by Petra College for Tourism and Archaeology, Petra, Jordan.

10-14 May 2014	Siyaha Program: “ <i>Educate Educators in Tourism Research</i> ” organised by USAID, Amman, Jordan.
30 July 2014	“ <i>Leadership Consortium</i> ” organised by International CHRIE’s Career Advancement Academy, Sand Diego, California, USA
30 July-1 Aug 2014	<i>Attending the International CHRIE Annual Conference in Sand Diego, California\USA</i> (As Jordan Representative supported by USAID, Jordan)
October 2014	“ <i>Company Start-Up</i> ” Program organised by INJAZ, Aqaba, Jordan
February 2015	“ <i>National Fund for Tourism Risks</i> ” organised by Petra College for Tourism and Archaeology, Petra, Jordan.
10 March 2015	“ <i>Company Start-Up</i> ” Program organised by INJAZ, Petra, Jordan
10 March 2015	“ <i>We are Social Leaders</i> ” (WASL) Program organised by INJAZ, Petra, Jordan
26 March 2015	“ <i>The role of society in preservation Petra</i> ” organised by Petra College for Tourism and Archaeology, Petra, Jordan.
4 April 2015	“ <i>Cosmic healing Tourism in Petra</i> ” organised by Petra College for Tourism and Archaeology, Petra, Jordan.
26-27 October 2015	“ <i>HERE Seminar on ICT-based learning: Opportunities for higher education learning and teaching</i> ” organised by Al-Hussein Bin Talal University-Petra College, Petra, Jordan.
2 March 2016	“ <i>Rebounding from Tourism Crisis: Managing Jordan’s International Image</i> ” organised by Dar Al-Diafa for Tourism Human Resources Development Consultancy, Amman, Jordan
12 May 2016	<i>Attending “Jordan Tourism Day”, Ministry of Tourism and Antiquities, Amman.</i>
8 September 2016	<i>Attending The Second Ministerial Regional “Culture under Threat” Conference, Amman, Jordan.</i>
26-27 October 2016	<i>Attending Regional Conference “Investing in Tourism for an Inclusive Future: Challenges and Opportunities”, Petra, Jordan.</i>
12 March 2017	<i>Attending Workshop “Quality Assurance” organised by Higher Education Accreditation Commission (HEAC), Al Hussein Bin Talal University, Jordan.</i>
30 July- 1Aug 2017	<i>Attending End Note Workshop, Al Hussein Bin Talal University, Jordan.</i>
13-14 Nov 2017	<i>Attending Regional Conference “Tourism in MENA Cities: Competitiveness for Sustainable Growth”, Amman, Jordan.</i>
23-27 Aug 2020	<i>ICDL Course (36 Training hours), Al-Shalabi Academy for Training & Development, Irbid, Jordan.</i>

Activities:

Date	Activity
9 December 2013	<i>A lecture in “the Business Leaders Campaign”, INJAZ, Petra, Jordan.</i>
8 April -8 May 2014	<i>Workshop “Business Ethics” Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.</i>
3 March -17 May 2015	<i>Workshop “Company Start-Up” Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.</i>
13 December 2015	<i>A lecture in “the Business Leaders Campaign”, INJAZ, Petra, Jordan.</i>
22 March – 5 May 2016	<i>Workshop “Communication Skills” Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.</i>
22 March– 5 May 2016	<i>Workshop “We are Social Leaders” (WASL) Program at Petra College for Tourism and Archaeology – INJAZ, Petra, Jordan.</i>
25 September 2017	<i>Workshop “Training for Trainers” (TOT), Ministry of Youth, Petra, Jordan.</i>
30 October 2017	<i>A lecture in “the Business Leaders Campaign”, INJAZ, Petra, Jordan.</i>
6 March 2018	<i>A lecture in “Small Business Management and Feasibility Study”, Ministry of</i>

	Social Development, Petra, Jordan.
12 November 2018	A lecture in “ <i>the Business Leaders Campaign</i> ”, INJAZ, Petra, Jordan.
Sep 2019- Present	Supervisor in Pilot project “Visitor Tracking & Survey at the Temple of the Winged Lions, Petra” is initiated by ACOR’s <i>Temple of the Winged Lions Cultural Resource Management (TWLCRM) Initiative</i> and supported by the <i>USAID Sustainable Cultural Heritage Through Engagement of Local Communities Project (SCHEP)</i> .
30 Nov 2019	A lecture in “ <i>Jordan Tourism</i> ”, Wadi Mousa Secondary School for Girls, Petra, Jordan.

Letters Of Gratitude & Appreciation:

11 December 2012	President of Al-Hussein Bin Talal University, Prof. Taha Al-Khamis
4 October 2016	President of Al-Hussein Bin Talal University, Prof. Ali Alqaisi

Courses Taught: Al-Hussein Bin Talal University:

- B.Sc. Undergraduate Courses: Hotel Management, Hotel Management\Marketing, Tourism Management

Resort Management. Hotel Operations Management. Tourism Security. Total Quality Management in the Hotel Industry. Quality Management in Hotels. Introduction to Tourism. Introduction to Hospitality Science. Practical Training (1, 2&3) in Hotel Management. Eco Tourism. Management of Travel and Tourism Companies. Tourism Geography. Computer Applications in Hospitality Management. Research Methods. Project Management and Feasibility Study. Research Methodology in Tourism. Human Resource Management in Hospitality. Hospitality Assets Management. Graduation Project in Tourism Management. Hotel Accounting. Housekeeping. Graduation Project in Hotel Management. Tourism Marketing Research. Crisis Management in Tourism and Hospitality. Public Relations in Tourism. Tourist Villages Management. Financial Analysis in Hotels. Practical Training in Tourism Management. Medical Tourism. Practical Training in Hotel Management\Marketing. Tourism Legislations. Public Relations in Tourism and Hospitality. Spa Management. Leisure Places Management. Research Methods and Graduation Project in Hotel Management\Marketing. Tourist Villages Management. Jordan Tourism. Art of Hospitality and Etiquette. Tourism Project Management and Feasibility Study. Graduation Project in Tourist Guidance. Communication Skills. Principles in Tourism and Hospitality Management. Tourism Communication Skills and Etiquette Art.

- M.Sc. Graduate Courses: Tourism Management

Research Methods in Tourism. Tourism Marketing. Tourism Development. Strategic Management in Tourism. Tourism Destinations Management. Human Resource Management in Tourism. Intercultural Communication Skills.

Tour Guiding Programme, Ministry of Tourism, Jordan:

- Tour Guiding Trainer, Tour Guiding Programme at Petra Collage for Tourism & Archaeology, Jordan:

Year, Period	Courses
2013 (6 - 23/5/2013)	Medical Tourism. Tourism Legislation
2015 (25/1 - 9/2/2015)	Medical Tourism. Tourism Legislation
2017 (4 - 24/12/2017)	Medical Tourism. Tourism Legislation. Global Tourism Ethics.
2018 (24/7 - 29/11/2018)	Medical Tourism. Tourism Legislation. Global Tourism Ethics.

2019 (24/7- 23/9/2019)	Medical Tourism. Tourism Legislation. Global Tourism Ethics. Jordan Tourism and its Geography.
2020 (24/3 – 23/4/2020)	Medical Tourism. Tourism Legislation. Global Tourism Ethics. Jordan Tourism and its Geography.

Master Theses Supervision:

• Current Master Thesis Supervision:

1. Abdullah Nasarat, “*The Most Important Challenges Encounter Tourism and its Impacts on Tourism Performance: Petra as a Case Study*”, Tourism Department, Al-Hussein Bin Talal University, Jordan, In Progress.
2. Firas Daradkeh, “*The Impact of Marketing Mix Application on Marketing Performance (Service Quality, Tourist Satisfaction, Tourist Trust) in the Hotel Industry in Aqaba City*”, Tourism Department, Al-Hussein Bin Talal University, Jordan, In Progress.

• Completed Master thesis I have supervised:

1. 2020, Fayez AlSalameen: *The Impact of Empowerment on Technical Performance of Restaurants Staff in Petra*. Tourism Department, Al-Hussein Bin Talal University, Jordan.
2. 2020, Ail Ajarmeh: *The Impact of Human Resource Management Practices on Employee Turnover in Five-Star Hotels in Amman- Jordan*. Tourism Department, Al-Hussein Bin Talal University, Jordan.

Selected Bachelor Theses for final year (from over 100 Theses):

1. “The Effectiveness of Training Programmes in Five-Star Hotels in Jordan”, Department of Hotel and Tourism Management, Al-Hussein Bin Talal University, Jordan.
2. “Job Satisfaction among Employees in Jordanian Hotels”, Department of Hotel and Tourism Management, Al-Hussein Bin Talal University, Jordan.
3. “The Effectiveness of Marketing Programmes in Promoting Five-Star Hotels in Jordan”, Department of Hotel and Tourism Management, Al-Hussein Bin Talal University, Jordan.

Master Theses Defense Committee Member:

• Head of Examination Committee: MSc Thesis in Tourism Management, Al-Hussein Bin Talal University, Jordan.

1. The title of thesis: “*The Impact of Empowerment on Technical Performance of Restaurants Staff in Petra*” by Fayez AlSalameen, 19 May 2020.
2. The title of thesis: “*The Impact of Human Resource Management Practices on Employee Turnover in Five-Star Hotels in Amman- Jordan*” by Ail Ajarmeh, 20 May 2020.

• Internal Examiner: MSc Thesis in Tourism Management, Al-Hussein Bin Talal University, Jordan.

1. The title of thesis: “*Analysing the Impact of the Application of Management Style by Objectives on Organisational Performance in the Hotel Sector in Petra*” by Mohammed Twaissi, 9 Dec. 2019.
2. The title of thesis: “*Leadership and Woman in the Tourism Industry in Jordan*” by Obaida Hasanat, 9 Dec. 2019.
3. The title of thesis: “*The Impact of Event Tourism on Tourist Satisfaction in Jordan*” by Mohammed Alfarajat, 21 May 2020.

• External Examiner: MSc Thesis in Tourism Management

1. The title of thesis: “*Factors Influencing Employees' Job Performance and their Intentions to Quit the Work in Jordanian Hotels; A New Measurement of the Role of Internal Marketing*” by Saleh Malkawi. Tourism Department, Yarmouk University, Irbid, Jordan. 14 June 2020

List of Publications:

Refereed Journal Articles:

- Habiballah, M.; Alhelalat, J.; Masadeh, M. [Al-Ababneh, M.](#) (2020). Use of the Health Belief Model (HBM) to Examine Food Handlers' Practices in Five Stars Hotels at Petra City, Jordan. *Journal of International Business and Economics*, 8(1): pp. 32-39.
- [Al-Ababneh, M.](#) (2020). Creative Cultural Tourism as a New Model of the Relationship between Cultural Heritage and Tourism. *International Journal of Hospitality and Tourism Studies*, 1(1): pp. 39-44.
- Masadeh, M., Alhammad, F., [Al-Ababneh, M.](#), Al-Sabi, S. (2020). Exploring the Role of Training Abroad Programs for Department Head Managers of International Hotel Chains in Jordan: Perceptions and Attitudes. *International Journal of Academic Research in Business and Social Sciences*, 10(6): pp. 872-891.
- [Al-Ababneh, M.](#) (2020). Linking Ontology, Epistemology and Research Methodology. *Science & Philosophy-Journal of Epistemology, Science and Philosophy*, 8(1): pp. 75-91.
- [Al-Ababneh, M.](#) (2020). The Concept of Creativity: Definitions and Theories. *International Journal of Tourism & Hotel Business Management (IJTHBM)*, 2(1): pp. 245-249.
- Al-Sabi, S.; [Al-Ababneh, M.](#); Masadeh, M. (2019). The Role of Job Satisfaction on Employees' Innovation Performance in the Jordanian Hospitality Industry. *Journal of Tourism and Hospitality Management*, 7(2): pp. 186-201.
- Al-Badarneh, M.; Magablih, K.; Alananzeh, O.; [Al-Ababneh, M.](#) (2019). Comparative Assessment of Residents' Behaviour towards Tourism in Nature Reserves. *African Journal of Hospitality, Tourism and Leisure*, 8(5): pp. 1-16.
- Masadeh, M.; Al-Sabi, S.; [Al-Ababneh, M.](#) (2019). Understanding the Impact of Empowerment on Employees Innovation Performance: Evidence from the Jordanian Hotel Industry. *Journal of Tourism, Hospitality and Sports*, 44: pp. 7-22.
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- Masadeh, M.; [Al-Ababneh, M.](#); Al-Sabi, S.; Habiballah, M. (2019). Perspectives on Gender Imbalance in Hotel Education: Reasons and Remedies. *International Journal of Business and Social Science*, 10(3): pp. 37-49
- [Al-Ababneh, M.](#); Al-Sabi, S.; Al-Shakhsheer, F.; Habiballah, M. (2018). Mediating Role of Empowerment between Total Quality Management (TQM) and Service Recovery Performance in the Hotel Industry. *Journal of Spatial and Organizational Dynamics*, 6(3): pp. 286-313.
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- Masadeh, M.; [Al-Ababneh, M.](#); Al-Sabi, S.; Habiballah, M. (2018). Female Tourist Guides in Jordan: Why so Few?. *European Journal of Social Sciences*, 56(2): pp. 89-102.
- Al-Shakhsheer, F.; 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*, 7(6): pp. 19-33.
- Al-Shakhsheer, F.; Habiballah, M.; [Al-Ababneh, M.](#); Al-Sabi, S. (2017). Financial Implications of Competitive Pricing Strategies: Evidence from the Jordanian Hotel Industry. *Business Management Dynamics*, 7(5): pp. 16-26.
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- Rawashdeh, A. and [Al-Ababneh, M.](#) (2016). An Exploration of the Eco-Label Practices in Hotels in Jordan. *Ecology, Environment and Conservation*, 22(1): pp.99-107.
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- [Al-Ababneh, M.](#) (2017). Creative Tourism. *Journal of Tourism and Hospitality*. 6(2): p. 282.
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Books & Book Chapters:

- [Al-Ababneh, M.](#) (2012). *TQM and Organisational Creativity in the Hotel Industry: An Exploration of the Effect of Total Quality Management Implementation on Organisational Creativity in Jordanian Resort*. ISBN 978365920420. Saarbrücken, Germany: LAP Lambert Academic Publishing GmbH & Co. KG.

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- [Al-Ababneh, M.](#) (2018). "Focus Groups" in The SAGE Encyclopedia of Lifespan Human Development, PP.889-891. Print ISBN: 9781506307657, Online ISBN: 9781506307633. Thousand Oaks: SAGE Publications, Inc.

Refereed Conference Papers:

- [Al-Ababneh, M.](#) (2019). *Creative Cultural Tourism as a New Model of the Relationship between Cultural Heritage and Tourism*. In: International Humboldt-Kolleg Conference - Cultural Heritage: At the

Intersection of the Humanities and Sciences, 16-18 April 2019, Von Humboldt Foundation & Faculty of Archaeology and Anthropology -Yarmouk University, Jordan.

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- [Al-Ababneh, M.](#) (2017). *Shifting from Traditional Culture Tourism to Creative Culture Tourism in the Arab Region*. In: The First International Conference "Arab Tourism: Reality and Future Prospects", 3-6 April 2017, College of Social Sciences, Mutah University, Jordan.
- [Al-Ababneh, M.](#) (2016). *The Challenges of Tourism in Jordan during the Arab Spring Revolutions*. In: ATLAS Annual Conference (Tourism, Lifestyles and Locations), Canterbury, United Kingdom, 14-16 September 2016.
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- [Al-Ababneh, M.](#) (2015). *Community Perspectives to Tourism Impacts in Petra*. In: The 1st Petra International Conference on Cultural Tourism (PCCT), 17 -19 May 2015, Petra College for Tourism and Archaeology-Al-Husseain Bin Talal University, Jordan.
- [Al-Ababneh, M.](#) (2015). *Service Quality of Four- and Five- Star Hotels in Jordan from Employees' Perceptions*. In: The Second Jordanian Tourism and Hospitality Conference (SJTHC), 12 -16 May 2015, Faculty of Tourism and Hotel Management, Yarmouk University, Jordan.
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- [Al-Ababneh, M.](#) (2011). *The Level of Total Quality Management Implementation in Hotels*. In: 2nd Faculty Doctoral Students Conference, University of Surrey, Guildford, United Kingdom, 23 May, 2011.
- [Al-Ababneh, M.](#) and Lockwood, A. (2011). *Investigating Total Quality Management Implementation Practices in the Hotel Industry*. In: 20th CHME Annual Research Conference, Leeds, UK, 11-12 May, 2011.
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