

Prof. Mukhles Mansour Ahmad Al-Ababneh	
Full Professor of Management Studies\Hospitality and Tourism Management	
<b>Current position:</b>	Dean of Petra College for Tourism and Archaeology at Al-Hussein Bin Talal University (AHU), Jordan
<b>Business Address:</b>	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)
<b>Contact:</b>	Cell Phone: +962-0-775-270-747 Email: <a href="mailto:mukhles.ababneh@gmail.com">mukhles.ababneh@gmail.com</a>   <a href="mailto:mukhles.ababneh@ahu.edu.jo">mukhles.ababneh@ahu.edu.jo</a>
<b>Research Links:</b>	<a href="#">Google Scholar</a> . <a href="#">ResearchGate</a> . <a href="#">Scopus</a> . <a href="#">SSRN</a> . <a href="#">ResearcherID</a> .
<b>Other Links:</b>	<a href="#">Linkedin</a> . <a href="#">Publons</a> . <a href="#">ORCID</a> .
<b>My University Page:</b>	<a href="#">AHU-Al-Ababneh</a>
<b>Areas of Research Expertise:</b>	<b>Areas of Teaching Expertise:</b>
<ul style="list-style-type: none"> <li>• Human Resources Management</li> <li>• Total Quality Management (TQM)</li> <li>• Service Quality &amp; Service Recovery</li> <li>• Leadership &amp; Empowerment</li> <li>• Creativity &amp; Innovation</li> <li>• Sustainability and Entrepreneurship</li> <li>• Work Environment</li> </ul>	<ul style="list-style-type: none"> <li>• Hospitality and Tourism Management</li> <li>• Research Methods in Hospitality and Tourism</li> <li>• Human Resources Management in Hospitality and Tourism</li> <li>• Strategic Management in Hospitality and Tourism</li> <li>• Quality Management in Hospitality and Tourism</li> <li>• Service Management in Hospitality and Tourism</li> <li>• Hospitality and Tourism Marketing</li> </ul>
<b>Academic Qualifications:</b>	
Year	Degree
2008 – 2011	<b>Doctor of Philosophy (Ph.D.) Degree</b> in Management Studies\International Hospitality Management.
2008 – 2010	<b>Master of Philosophy (MPhil) Degree</b> in Management Studies and International Hospitality Management is part of my PhD program. Faculty of Business, Economics and Law, University of Surrey, UK. <b>Thesis Title:</b> [ <i>An Exploration of the Effect of Total Quality Management (TQM) Implementation on Organisational Creativity in Jordanian Resort Hotels</i> ].
2005 – 2007	<b>Master of Science (M.Sc.) Degree</b> with Merit in International Hospitality Management. School of Food, Consumer, Tourism and Hospitality Management, Manchester Metropolitan University, UK. <b>Dissertation Title:</b> [ <i>The Impact of Managerial Leadership Styles on Employees' Job Satisfaction in Jordanian Resorts</i> ].
2004 – 2005	<b>Postgraduate Diploma (PgDip) Degree</b> in International Hospitality Management. University Centre César Ritz, Switzerland.
2002 – 2003	<b>Master (M.A) Degree</b> in Strategic Management for Sustainable Development. School of Economics, Management, and Statistics, Bologna University, Italy.
1997 – 2001	<b>Bachelor (B.Sc.) Degree</b> in Business Administration with Honors (1 <sup>st</sup> ranking). School of Business, Mutah University, Jordan.
1995 – 1997	<b>Intermediate Diploma (Dip.) Degree</b> of Medical Rays with Honors (1 <sup>st</sup> ranking). Al-Balqa Applied University, Institute of Medical Profession, Irbid, Jordan.

Language Proficiencies:	
<ul style="list-style-type: none"> <li>• Arabic (Native)</li> <li>• English (Full Professional Proficiency)</li> </ul>	<ul style="list-style-type: none"> <li>• Italian (Beginner)</li> <li>• French (Beginner)</li> </ul>
Professional Skills:	Computer Skills:
<ul style="list-style-type: none"> <li>• Academic Administrative Skills</li> <li>• Study Plans Development Skills</li> <li>• Curriculum Development Skills</li> <li>• Teaching and Training Skills</li> <li>• Research &amp; Reporting Skills</li> <li>• Consulting and Development Skills</li> <li>• Education Quality and Accreditation Skills</li> <li>• Quality Standards Building Skills</li> </ul>	<ul style="list-style-type: none"> <li>• MS Office Applications: Word, Excel, Power Point, Publisher, Database Access.</li> <li>• Data Quantitative Analysis: <ul style="list-style-type: none"> <li>▪ SPSS (Statistical Package for Social Sciences) Programme</li> </ul> </li> <li>• Data Qualitative Analysis: Content and Thematic Analysis</li> <li>• Modeling Analysis: <ul style="list-style-type: none"> <li>▪ AMOS Programme (Structural Equation Modeling-SEM)</li> <li>▪ Partial Least Squares-Structural Equation Modeling (PLS-SEM)</li> </ul> </li> </ul>
Teaching Experience:	
Date	Position
<b>4 Oct. 2022 – Present</b> 27 March 2017- 3 Oct. 2022 2 Jan 2012 - 26 March 2017 16 Sep. 2007 - 14 Sep. 2008	<b>Professor in Hospitality and Tourism Management</b> <b>Associate Professor in Hospitality and Tourism Management</b> <b>Assistant Professor in Hospitality and Tourism Management</b> <b>Full-time Lecturer in Hospitality and Tourism Management</b> Petra College for Tourism and Archaeology, AL-Hussein Bin Talal University, AHU, Jordan.
Professional Experience:	
Date	Position
<b>6 Oct. 2022 – Present</b> 29 June 2022- 5 Oct. 2022 4 July - 26 August 2021 10 July - 27 August 2016 5 May - 11 May 2013	<b>Dean of Petra College for Tourism and Archaeology, AHU, Jordan.</b> <b>Acting Dean of Petra College for Tourism and Archaeology, AHU, Jordan.</b>
3 Dec. 2020 -5 Oct. 2022 6 Sep. 2015 -18 Sep. 2016	<b>Vice Dean of Petra College for Tourism and Archaeology, AHU, Jordan.</b>
1 August-26 August 2021	<b>Director of Princess Basma Center for Intangible Cultural Heritage, AHU, Jordan.</b>
1 Dec. 2020 -5 Oct. 2022	<b>Dean Assistant for Development Affairs and Quality Assurance, AHU, Jordan.</b>
1 Oct. 2019 - 5 Oct. 2023 3 June 2012 - 5 Sep. 2015	<b>Chair of the Department of Hotel and Tourism Management, AHU, Jordan.</b>
10 July- 27 August 2016	<b>Acting Chair of the Department of Hotel and Tourism Management, AHU, Jordan.</b>
10 July -31 July 2016	<b>Acting Chair of the Department of Archaeology, AHU, Jordan.</b>
1Oct. 2005 - 31March 2006	<b>Cost Control Supervisor</b> at Institut Hôtelier “César Ritz”, Bouveret, Switzerland.
19 Jan. 2004 -3 Oct. 2004	<b>Administrative Officer</b> at The University of Jordan, Jordan.
14 Nov. 2002 -14 Feb. 2003	<b>Researcher</b> in the Externalities of Energy in Italy and the Region of Emilia-Romagna. ARPA (Environment Organisation), Bologna, Italy
2 May 1999- 6 April 2002	<b>Administrative Officer</b> at Ministry of Health, Jordan
University's Boards, Committees and Professional Services:	
<ul style="list-style-type: none"> <li>• I have served on a number of university boards, committees, and professional services at Petra College for Tourism and Archaeology, Al-Hussein Bin Talal University (AHU), Jordan.</li> </ul>	
Conference Steering & Scientific Committees, Professional Affiliations:	
<ul style="list-style-type: none"> <li>• I have been a member of numerous conference steering and scientific committees.</li> <li>• I have been a part of many professional affiliations.</li> </ul>	

<b>Editorial Responsibilities</b>
<ul style="list-style-type: none"> <li>• I serve in many journals around the world in different roles as Editor-in-Chief, Journal Executive Editor, Journal Associate Editor, Journal Article Editor, Hospitality Section Editor, Journal Editorial Board Member, Journal Editorial Review Board Member (Ad hoc Reviewer).</li> <li>• I served as an External Reviewer for many universities, conferences, and committees.</li> </ul>
<b>Attended Seminars\Conferences\Workshops\Professional Certificates:</b>
<ul style="list-style-type: none"> <li>• I have participated in numerous seminars, conferences, workshops, and professional training programs.</li> </ul>
<b>Courses Taught: Petra Collage for Tourism &amp; Archaeology at Al-Hussein Bin Talal University, Jordan:</b>
<ul style="list-style-type: none"> <li>• I taught many Undergraduate courses in Hotel Management and Tourism Management.</li> <li>• I taught many M.Sc. Graduate courses in Tourism Management.</li> <li>• I taught many courses in Tour Guiding Programme, Ministry of Tourism, Jordan.</li> </ul>
<b>PhD &amp; Master Theses Supervision:</b>
<ul style="list-style-type: none"> <li>• I have supervised a number of completed and current PhD and Master Theses.</li> <li>• I have served as both an internal and external examiner for many PhD and Master Theses.</li> </ul>
<b>List of Publications &amp; Refereed Conference Papers:</b>
<ul style="list-style-type: none"> <li>• I have published many papers, including refereed journal articles, editorial and opinion articles, books and book chapters, and encyclopaedia articles.</li> <li>• I have participated in numerous conferences in different countries around the world.</li> </ul>
<b>Referees:</b>
<ul style="list-style-type: none"> <li>• Furnished upon request.</li> </ul>
<b>More Detailed Information:</b>
<ul style="list-style-type: none"> <li>• If you need more information, feel free to contact me via email: <a href="mailto:mukhles.ababneh@gmail.com">mukhles.ababneh@gmail.com</a></li> </ul>