



Kisang Ryu

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EDUCATION

Doctor of Philosophy: Hotel, Restaurant, Institution Management and Dietetics (HRIMD)

Kansas State University, Manhattan, KS, 2005

Dissertation: DINESCAPE, Emotions and Behavioral Intentions in Upscale Restaurants

Master of Science: Restaurant, Hotel, and Institutional Management (RHIM)

Texas Tech University, Lubbock, TX, 2002

Thesis: The Evaluation of Forecasting Methods at an Institutional Foodservice Dining Facility

Bachelor of Science: Food and Nutrition (FN)

Chonnam National University, Gwangju, Republic of Korea, 1999

EXPERIENCE

1. Academic Experience:

- Associate Professor - Department of Food Service Management, College of Hospitality and Tourism Management, Sejong University (09/2012-Present)

- Courses Taught

- Statistics in Foodservice Management (03/2016-Present)

- Foodservice Management (09/2014-12/2016)

- Advanced Conceptual Model and Data Analysis (03/2014-Present)

- Conceptual Model and Data Analysis (09/2013-Present)

- Principles of Management Statistics (03/2013-06/2015)

- Research Method in Hotel and Tourism Management (08/2012-Present)

- Service Management (03/2012-12/2012)

- Freshmen Seminar (03/2012-Present)

- Advanced Consumer Behavior in Foodservice (03/2012-06/2012)

- Research Seminar in Foodservice Administration (03/2012-06/2013)

- Advanced Research Methodology for Foodservice Management (08/2011-Present)

- Institutional Foodservice Management (08/2011-12/2013)

- Full Professor - Department of Food Service Management, College of Hospitality and Tourism Management, Sejong University (09/2017-Present)

- Assistant Professor - Department of Food Service Management, College of Hospitality and Tourism Management, Sejong University (09/2011-08/2012)



- Assistant Professor - Lester E. Kabacoff School of Hotel, Restaurant, and Tourism Administration (HRT), University of New Orleans (08/2006-05/2011)
 - Courses Taught
 - HRT 6300: Hospitality & Tourism Finance & Revenue Management (01/2007-12/2010)
 - HRT 6205: Change Management for Hospitality and Tourism (01/2007-05/2007)
 - HRT 6202: Hospitality & Tourism Research Methods (08/2007-05/2011)
 - HRT 6102: Technology in Tourism & Hospitality Management (08/2006-12/2006)
 - HRT 301 1: Tourism & Hospitality Marketing (08/07-05/2011)
 - HRT 301 1: Tourism & Hospitality Marketing (Internet class) (01/2008-05/2010)
 - HRT 2070: Introduction to Conventions (Internet class) (08/2006-12/2007)
 - HRT 2050: Principle of Hospitality and Tourism (Internet class) (08/2009-05/2011)
 - HRT 2000: Introduction to Hotel, Restaurant and Tourism Administration (Internet class) (08/2006-12/2006)
- Visiting Professor - Department of Food and Nutrition, Chonnam National University (03/2006-08/2006)
 - FN 6202: Food Marketing (03/2006-206/2006)
 - FN 3202: Foodservice Management (03/2006-06/2006)
- Graduate Teaching Assistant (GTA) - Hotel, Restaurant, Institution Management and Dietetics (HRIMD), Kansas State University
 - HRIMD 230: Issues in Tourism (01/2005-05/2005)
 - HRIMD 341: Principle of Food Production Management (08/2004-05/2005)
 - HRIMD 422: Cost Control in Hospitality Operation (08/2002-05/2004)
 - HRIMD 424: Hospitality Marketing and Sales (08/2002-12/2002)
 - HRIMD 342: Food Production Management (08/2004-12/2004)
- Instructor - HRIMD 422: Cost Control in Hospitality Operation (Distance Class), Kansas State University (01/2004-05/2004; 01/2003-05/2003)

2. Industry & Research Experience:

- International Conference Chair - Academy of Global Hospitality and Tourism Conference (01/2016-Present)
- Vice President - Korean Hotel and Resort Association (03/2017-Present)
- Vice President - Korean Hospitality and Tourism Academe (03/2016-Present)
- Vice President - Foodservice Management Society of Korea (03/2016-Present)
- Coordinating/Handling Editor - International Journal of Hospitality Management (09/2013-Present)
- Director - Tourism Industry Research Institute Sejong University (03/2013-02/2016)
- Editor - Journal of Hotel and Tourism Management (03/2013-02/2016)
- Faculty Internship - Loews, New Orleans (09/2009-10/2009)
- Nuri Professor - New University for Regional Innovation (NURI) Project (\$864,000 Funding), Chonnam National University, Gwangju, Republic of Korea (10/2005-08/2006)
- Consultant - Venetia (Family restaurant), Gwangju, Republic of Korea (10/2005-07/2006)
- Vice President - Life Cook Academy, Gwangju, Republic of Korea (11/2005-07/2006)
- Internship - MuDeung Park Hotel (5 star hotel), Gwangju, Republic of Korea (05/2003-08/2003)
- Student Assistant - Dining Center at Texas Tech University (09/2000-11/2000)
- Research Assistant - Texas Tech Community & Workforce Academy (03/2002-04/2002)
- Research Assistant - Food Bank (01/2001-03/2001)
- South Korea Army - Military service (01/1993-03/1995)



PUBLICATIONS

1. Refereed Journals:

Harris, K.J., Ali, F., & Ryu, K. (2018). Foodborne illness outbreaks in restaurants and patrons' propensity to return. *International Journal of Contemporary Hospitality Management*, 30(5). (In Press) (SSCI Journal)

Ryu, K., Zheng, Z., & Han, S. (2018). Employee empowerment: Confucianism and the Generation Y. *Journal of Tourism & Cultural Change*. (In Press) (SSCI Journal)

Lee, S., Lee, T., & Ryu, K. (2018). Tourism experience and place attachment of working holiday makers. *Journal of Tourism & Cultural Change*. (In Press) (SSCI Journal)

Ali, F., Rasoolimanesh, S.M., Sarstedt, M., Ringle, C.M., Ryu, K. (2018). An assessment of the use of partial least squares structural equation modeling (PLS-SEM) in hospitality research. *International Journal of Contemporary Hospitality Management*, 30(1). (In Press) (SSCI Journal)

Ryu, H., & Ryu, K. (2017). Influence of customer's 'GABGIL' on employees' emotional burnout, counterproductive work behavior and turnover intention in the foodservice industry. *Korean Journal of Hospitality and Tourism*, 26(8). (In Press)

Ali, F., Hussain, K., Ryu, K. (2017). Resort hotel service performance (RESERVE) - an instrument to measure tourists' perceived service performance of resort hotels. *Journal of Travel & Tourism Marketing*, 34(4), 556-569. (SSCI Journal)

Ryu, K., & Park, H. (2017). Measuring the image of Korean food using cross-national big data: A comparison among customers' perceptions about Korean, Chinese and Japanese foods in the U.S.A. and China. *Korean Journal of Hospitality and Tourism*, 26(3), 173-191.

Sim, B., & Ryu, K. (2017). The influence of wine consumer's gender on situational wine-drinking occasions. *Journal of Foodservice Management*, 20(2), 77-98.

Nian, C., & Ryu, K. (2017). Influence of authenticity of food and physical environment on customers in ethnic restaurants: Focusing on Korean restaurants in China. *Journal of Foodservice Management*, 20(1), 113-134.

Ryu, K., & Lee, J.S. (2017). Examining restaurant quality, relationship benefits, and customer reciprocity from the perspective of relationship marketing investments. *Journal of Hospitality & Tourism Research*, 41(1), 66-92. (SSCI Journal)

Ali, F., Kim, W., & Ryu, K. (2016). The effect of physical environment on passenger delight and satisfaction: Moderating effect of national identity. *Tourism Management*, 57, 213-224. (SSCI Journal)

Ryu, K., Han, J.S., & Lee, T. J. (2016). Selection attributes of travel products: A case of Korean tourists to Japan. *Journal of Travel & Tourism Marketing*, 33(5), 671-686. (SSCI Journal)

Ali, F., Ryu, K., & Hussain, K. (2016). Influence of experiences on memories, satisfaction and behavioral intentions: A study of creative tourism. *Journal of Travel & Tourism Marketing*, 33(1), 85-100. (SSCI Journal) (27 citation in Google Scholar as of August 17, 2017)



Lee, C.H., Ryu, K., & Ryu, H. (2016). Understanding the role of emotional exhaustion and mentor position in the foodservice industry: The application of scenario. *Korean Journal of Hospitality and Tourism*, 25(1), 1-19.

Kim, H., Ryu, K., & Ryu, H. (2016). Purchasing intention of products in organic grocery stores: Comparison of extended theory of planned behavior and model of goal-directed behavior. *Journal of Foodservice Management*, 19(1), 391-411.

Ali, F., Amin, M., & Ryu, K. (2016). The role of physical environment, price perceptions and customer emotions in developing customer satisfaction in Chinese resort hotels. *Journal of Quality Assurance in Hospitality & Tourism*, 17(1), 45-70. (Scopus Journal)

Jung, A.R., & Ryu, K. (2016). The effects of perceived corporate social responsibility on employees' trust, commitment, satisfaction, and turnover intention. *Journal of Tourism Sciences*, 40(1), 13-28.

Kim, H., Ryu, K., & Ryu, H. (2015). Influence of health consciousness and food safety concern on behavioral intentions to purchase products in organic grocery stores: Application of extended theory of planned behavior. *Journal of Foodservice Management*, 18(6), 377-395.

Ryu, H., Ryu, K., & Park, H. (2015). The effect of restaurant service quality on customers' perceived value, satisfaction and loyalty in casual restaurants. *Korean Journal of Hospitality and Tourism*, 24(6), 197-215.

Jung, A., Baik, S.W., Lee, M.Y., & Ryu, K. (2015). A study of OLAP data analysis and visualization techniques for cost management in the restaurant industry. *The Journal of Korean Institute of Next Generation Computing*, 11(5), 7-16.

Hyun, H.R., Ryu, K. (2015). Influence of risk communication through SEWOL ferry disaster on risk perception, image, incredulity, and cruise usage intention towards domestic cruise tourism. *Journal of Hotel and Tourism Management*, 29(1), 9-31.

Kim, J.U., Ryu, K. (2015). Employee satisfaction about benefits package on commitment and turnover intention: Focusing on IPA and gender. *Journal of Hotel and Tourism Management*, 29(1), 33-52.

Oh, J.H., & Ryu, K. (2015). The effects of likability of Korean wave on country image, preferences of Korean restaurants and purchase intention on Hansik. *Journal of Hotel and Tourism Management*, 29(1), 53-78.

Chen, N., & Ryu, K. (2015). The effect of authenticity of Korean ethnic restaurant on Chinese tourists' positive emotions, perceived value, and behavioral intention. *Journal of Hotel and Tourism Management*, 29(1), 79-100.

Ali, F., & Ryu, K. (2015). Bringing them back to spend more: Student foodservice experiences to satisfy their taste buds. *Young Consumers*, 16(2), 235-248. (Scopus Journal)

Park, H., Kwag, D., & Ryu, K. (2015). The influence of corporate reputation and image by the CSR on purchasing intention in the airline industry. *Journal of Tourism Management Research*, 19(2), 109-132.

Ryu, K., Son, Y., & Kim, W. (2015). The impact of in-flight physical environments on behavioral intentions: Focusing on the luxury flight. *Journal of Tourism Sciences*, 39(4), 39-57.



Cho, J.H., Oh, M.H., Ryu, K., Choi, J.J., & Chung, C.H. (2015). A study of the characteristics of Dongchimi consumption behavior for development of new Dongchimi products. *Nutrition & Food Science*, 45(2), 310-325. (Scopus Journal)

Kim, H., Bang, J., & Ryu, K. (2015). Examining the relationship among coffee store employees' job demands, job resource, job engagement, and job satisfaction. *Journal of Foodservice Management*, 18(1), 95-115.

Bang, J.Y., Kim, H., Kim, W., & Ryu, K. (2015). Examining the relationship among casual workers' job demands, job resource and work engagement in the coffee industry: Moderating role of gender. *Journal of Tourism Sciences*, 39(1), 79-94.

Kim, W.J., Han, A., Ha, J., & Ryu, K. (2014). Predicting the intention to board eco-cruise by extending the theory of planned behavior in the moral behavior perspective. *Korean Journal of Hospitality Administration*, 23(5), 67-85.

Park, H.J., & Ryu, K. (2014). The effect of restaurant service quality on customers' emotive value, cognitive value, satisfaction and loyalty in casual restaurants. *Journal of Foodservice Management*, 17(5), 133-156.

Yu, S.H., Kwag, D.H., & Ryu, K. (2014). A study on street food consumers' behavior intentions: Using the theory of reasoned action. *Journal of Hospitality and Tourism Management*, 28(1), 9-26.

Kim, T.H., & Ryu, K. (2014). The effects of verbal and non-verbal communication of service providers on customer's emotion, trust and satisfaction in coffee stores. *Journal of Hospitality and Tourism Management*, 28(1), 27-47.

Shin, D.J., & Ryu, K. (2014). The effects of physical environment on employees' emotional response and organizational commitment in the department of hotel restaurants. *Journal of Hospitality and Tourism Management*, 28(1), 49-63.

Lee, W.R., Kwag, D.H., & Ryu, K. (2014). A study on social commerce consumers' behavior intention: Using the theory of reasoned action. *Journal of Hospitality and Tourism Management*, 28(1), 65-81.

Oh, H.S., & Ryu, K. (2014). Factors affecting customers' behavioral intentions: The case of Starbucks. *Journal of Hospitality and Tourism Management*, 28(1), 83-101.

Perry, S., Ryu, K., & Kim, Y. (2014). Destination weddings: What is the ideal wedding location for American couples? *Journal of Hospitality and Tourism Management*, 28(1), 103-114.

Kwag, D.H., & Ryu, K. (2014). The relationships between corporate social responsibility (CSR) corporate reputation, and behavior intention: The case of S brand. *Journal of Foodservice Management*, 17(4), 33-52.

Lee, C.H., & Ryu, K. (2014). The relationships between the existence of mentor and consequences of possible emotional labor level in the foodservice industry. *Korean Journal of Hospitality Administration*, 23(4), 41-61.

Lee, C.H., & Ryu, K. (2014). The relationships between burnout, job satisfaction, organizational commitment and turnover intention by possibility of emotional labor level in the foodservice industry: The application of scenario. *Korean Journal of Hospitality Administration*, 23(3), 183-200.



- Kim, S.Y., & Ryu, K. (2014). Exploring customer's visit intention towards solo restaurant: The application of extended theory of planned behavior. *Journal of Foodservice Management*, 17(3), 53-75.
- Kim, J.H., & Ryu, K. (2014). The effects of consumption value to HMR brand on brand satisfaction, brand trust, and brand loyalty. *Journal of Foodservice Management*, 17(2), 135-160.
- Do, H.Y., & Ryu, K. (2014). Restaurant brand personality scale by using big data: Restaurant rating service yelp.com in the U.S.A. *Journal of Tourism Sciences*, 38(1), 249-271.
- Jeong, Y.Y., Seo, M.H., & Ryu, K. (2013). The effect of nostalgia on customer visit intention in the foodservice industry. *Journal of Hospitality and Tourism Management*, 27(2), 69-87.
- Yang, S., & Ryu, K. (2013). The effect of self-regulatory mode and scarcity message on purchase intention. *Journal of Hospitality and Tourism Management*, 27(2), 89-102.
- Lee, S., Kim, Y., & Ryu, K. (2013). The effects of physical environments of open kitchen restaurant on customers' satisfaction and revisit intention. *Journal of Hospitality and Tourism Management*, 27(2), 103-120.
- Kwag, D., & Ryu, K. (2013). The relationships between corporate social responsibility, corporate reputation and behavior intention. *Journal of Hospitality and Tourism Management*, 27(1), 97-116.
- Ryu, K., Kim, Y., & Kasten, D.E. (2013). Enrollment influences on student choice for culinary arts programs. *Journal of Hospitality and Tourism Management*, 27(1), 83-96.
- Ryu, K., & Lee, J.S. (2013). Understanding convention attendee behavior from the perspective of self-congruity: The case of academic association convention. *International Journal of Hospitality Management*, 33(1), 29-40. (SSCI Journal) (17 citation in Google Scholar as of August 17, 2017)
- Kim, H.J., Park, J., Kim, M.J., & Ryu, K. (2013). Does perceived restaurant food healthiness matter? Its influence on value, satisfaction and revisit intentions in restaurant operations in South Korea. *International Journal of Hospitality Management*, 33(1), 397-405. (SSCI Journal) (2 citation in Scopus as of July 1, 2014 & 51 citation in Google Scholar as of August 17, 2017)
- Do, H.Y., & Ryu, K. (2013). The effect of restaurant service quality and customer satisfaction on recommendation behavior by big-data analysis. *Journal of Foodservice Management*, 16(2), 233-255.
- Ryu, K., Bordelon, B.M., & Pearlman, D.M. (2013). Destination image-recovery process and visit intentions: Lessons learned from Hurricane Katrina. *Journal of Hospitality Marketing & Management*, 22(2), 183-203. (1 citation in Scopus as of April 24, 2014 & 16 citation in Google Scholar as of August 17, 2017)
- Ryu, K., & Zhong, Y. (2012). Antecedents and consequences of customers' menu choice in an authentic Chinese restaurant context. *Journal of Hospitality Marketing & Management*, 21(8), 852-871. (2 citation in Scopus as of July 1, 2014 & 12 citation in Google Scholar as of August 17, 2017)
- Han, H., & Ryu, K. (2012). The theory of repurchase decision-making (TRD): Identifying the critical factors in the post-purchase decision-making process. *International Journal of Hospitality Management*, 31(3), 786-797. (SSCI Journal) (5 citation in Scopus as of July 1, 2014 & 54 citation in Google Scholar as of August 17, 2017)



Han, H., & Ryu, K. (2012). Key factors driving customers' word-of-mouth intentions in full service restaurants: The moderating role of switching costs. *Cornell Hospitality Quarterly*, 53(2), 96-109. (SSCI Journal) (1 citation in Scopus as of April 24, 2014 & 31 citation in Google Scholar as of August 17, 2017)

Ryu, K., Lee, H.R., & Kim, W.G. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions. *International Journal of Contemporary Hospitality Management*, 24(2), 200-223. (SSCI Journal) (98 citation in Scopus as of October 6, 2016) & 391 citation in Google Scholar as of August 17, 2017 (the most read/popular article (ranked 1st) & in *International Journal of Contemporary Hospitality Management* in 2015 (ranked 1st) & the most cited article in *International Journal of Contemporary Hospitality Management* as of October 6, 2016 (ranked 9th))

Ryu, K., Yang, E., & Valentino, E. (2012). Visitor's motivation in free food festivals. *Journal of Foodservice Management*, 15(1), 205-224.

Ryu, K., & Han, H. (2011). New or repeat customers: How does physical environment influence their restaurant experience? *International Journal of Hospitality Management*, 30(3), 599-611. (21 citation in Scopus as of July 1, 2014 & 170 citation in Google Scholar as of August 17, 2017) (SSCI Journal) Most cited articles published since 2011 (ranked 13th during October 6-October 6 2016) in *International Journal of Hospitality Management*

Ryu, K., & Kozar, J.M. (2011). Job satisfaction of associate degree graduates versus bachelor degree graduates in culinary arts programs. *Journal of Foodservice Management*, 3(1), 7-19.

Bae, H.J., Chae, M.J., & Ryu, K. (2010). Consumer behaviors towards ready-to-eat foods based on the food-related lifestyles in Korea. *Nutrition Research and Practice*, 4(4), 332-338. (SCIE Journal) (3 citation in Google Scholar as of July 1, 2014)

Ryu, K., & Han, H. (2010). Influence of the quality of food, service, and physical environment on customer satisfaction in quick-casual restaurants: Moderating role of perceived price. *Journal of Hospitality & Tourism Research*, 34(3), 310-329. (SSCI Journal) (JHTR's top 10 most accessed articles, May 2015 to May 2016 (ranked 3rd); (The 50 Most-Frequently Read Articles during September 2010-January 2013 ((1) ranked 1st during September-October 2010 and September 2016 (2) ranked 2nd during November 2010-April 2011) in *Journal of Hospitality & Tourism Research*); (The 50 Most-Frequently Cited Articles (ranked 22nd) in *Journal of Hospitality & Tourism Research* as of August 1, 2016; & (27 citation in Scopus as of July 1, 2014 & 288 citation in Google Scholar as of August 17, 2017)

Ryu, K., & Han, H. (2010). Predicting tourists' intention to try local cuisine using a modified theory of reasoned action: The case of New Orleans. *Journal of Travel & Tourism Marketing*, 27(5), 491-506. (SSCI Journal) (9 citation in Scopus as of July 1, 2014 & 34 citation in Google Scholar as of August 17, 2016)

Ryu, K., Han, H., & Jang, S. (2010). Relationships among hedonic and utilitarian values, satisfaction and behavioral intentions in the fast-casual restaurant industry. *International Journal of Contemporary Hospitality Management*, 22(3), 416-432. (29 citation in Scopus as of July 1, 2014 & 236 citation in Google Scholar as of August 17, 2017) (SSCI Journal)

Pearlman, D., Ryu, K., & Schaffer, F. (2010). Assessing hospitality programs using objective criteria: An exploratory study. *Journal of Teaching in Travel and Tourism*, 10(2), 103-124.



Han, H., & Ryu, K. (2009). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the family restaurant industry. *Journal of Hospitality & Tourism Research*, 33(4), 487-510. (SSCI Journal) (JHTR's top 10 most accessed articles, May 2015 to May 2016 (ranked 2nd); The 50 Most-Frequently Read Articles (ranked 1st during March-August 2010) during March 2012-Present & The 50 Most-Frequently Cited Articles (ranked 3rd) in Journal of Hospitality & Tourism Research as of August 1, 2016) & (49 citation in Scopus as of July 1, 2014 & 356 citation in Google Scholar as of August 17, 2017)

Ryu, K., & Su, Z. (2009). Influence of socio-demographic variables on customer perceptions towards the quality of authentic Chinese food. *Journal of Foodservice Management*, 1(1), 7-22.

Ryu, K., & Jang, S. (2008). Influence of restaurant's physical environments on emotion and behavioral intention. *The Service Industries Journal*, 28(8), 1151-1165. (SSCI Journal) (20 citation in Scopus as of July 1, 2014 & 108 citation in Google Scholar as of August 17, 2017)

Ryu, K., Han, H., & Kim, T.H. (2008). The relationships among overall quick-casual restaurant image, perceived value, customer satisfaction, and behavioral intentions. *International Journal of Hospitality Management*, 27(3), 459-469. (SSCI Journal) (61 citation in Scopus as of July 1, 2014 & 467 citation in Google Scholar as of August 17, 2017) & Most cited articles published since 2007 (ranked 4th during February 2013-December 2013) in International Journal of Hospitality Management

Ryu, K., & Jang, S. (2008). DINESCAPE: A scale for customers' perception of dining environments. *Journal of Foodservice Business Research*, 11(1), 2-22. (The Most Cited Articles (ranked 1st) in Journal of Foodservice Business Research as of January 10, 2013 (ranked 2nd as of October 6, 2016) & 77 citation in Google Scholar as of December 6, 2014; 183 citation in Google Scholar as of August 17, 2017)

Kim, E., Ryu, K., & Huh, Y. (2007). A study on the functional foods related awareness and dietary life pattern in urban housewives. *Korean Journal of Community Nutrition*, 12(6), 782-789.

Han, H., & Ryu, K. (2007). Moderating role of personal characteristics in forming restaurant customers' behavioral intentions - An upscale restaurant setting. *Journal of Hospitality & Leisure Marketing*, 15(4), 25-54. Most Cited Articles (ranked 3rd) in Journal of Hospitality Marketing & Management as of (May 11, 2012) (25 citation in Scopus as of July 1, 2014 & 92 citation in Google Scholar as of August 17, 2017)

Ryu, K., & Jang, S. (2007). The effect of environmental perceptions on behavioral intentions through emotions: The case of upscale restaurants. *Journal of Hospitality & Tourism Research*, 31(1), 56-72. (The 50 Most-Frequently Cited Articles (ranked 7th) in Journal of Hospitality & Tourism Research as of August 1, 2016 & The 50 Most-Frequently Read Articles in Journal of Hospitality & Tourism Research during March 2007-Present) & (73 citation in Scopus as of July 1, 2014 & 385 citation in Google Scholar as of August 17, 2017)

Ryu, K., & Jang, S. (2006). The influence of attitude and subjective norm on travelers' behavioral intention toward local cuisine: Theory of reasoned action. *Journal of Tourism and Leisure Research*, 18(4), 339-356.

Ryu, K., & Jang, S. (2006). Intention to experience local cuisine in a travel destination: The modified theory of reasoned action. *Journal of Hospitality & Tourism Research*, 30(4), 507-516. (34 citation in Scopus as of July 1, 2014 & 161 citation in Google Scholar as of August 17, 2017)

Ryu, K. (2006). Suggesting forecasting methods for dietitians at university foodservice operations. *Nutritional Sciences*, 9(3), 201-211.



Kim, T., Son, J., & Ryu, K. (2006). A study on the brand personality of restaurant-focused on fastfood and family restaurants. *Korean Journal of Hospitality Administration*, 15(3), 143-155.

Park, Y., Ryu, K., & Kim, T. (2006). A study on influence of preference for restaurant interior design style on customers. *Korean Journal of Hospitality Administration*, 15(2), 241-263.

Jang, S., & Ryu, K. (2006). Cross-balance sheet interdependencies of restaurant firms: A canonical correlation analysis. *International Journal of Hospitality Management*, 25(1), 159-166. (14 citation in Scopus as of November 25, 2013 & 33 citation in Google Scholar as of August 17, 2017)

Ryu, K., & Jang, S. (2005). Performance measurement through cash flow ratios and traditional ratios: A comparison between commercial and casino hotel companies. *Journal of Hospitality Financial Management*, 12(1), 15-26. (24 citation in Google Scholar as of August 17, 2017)

Ryu, K., Jang, S., & Sanchez, A. (2004). Forecasting methods and seasonal adjustment for an institutional foodservice facility. *Journal of Foodservice Business Research*, 6(2), 17-34. (4 citation in Google Scholar as of August 17, 2017)

Ryu, K., & Sanchez, A. (2004). The evaluation of forecasting methods at an institutional foodservice dining facility. *Journal of Hospitality Financial Management*, 11(1), 27-45. (15 citation in Google Scholar as of August 17, 2017)

2. Conference Proceedings:

Min, K.S., Jung, J.M., Ryu, K., Haugtvedt, C., & Mahesh, S. (2016). Communicating with dissatisfied customers about a service failure: The role of relational continuity. 2016 Consumer Satisfaction, Dissatisfaction and Complaining Behavior Conference, New Orleans. June 15-18, 2016.

Chen, N., & Ryu, K. (2016). Influence of authenticity in ethnic restaurant: Investigating Korean restaurant customers in China. Academy of Global Hospitality and Tourism Conference, Seoul. May 20-23, 2016.

Lee, J.S., Ryu, K., Tsang, N., & Lee, H.R. (2016). Examining cross-national destination image attributes of Hong Kong. Academy of Global Hospitality and Tourism Conference, Seoul. May 20-23, 2016.

Chung, K.Y., Park, Y.U., & Ryu, K. (2016). Promoting domestic tourism I: Domestic tourism competitiveness of Korea. Academy of Global Hospitality and Tourism Conference, Seoul. May 20-23, 2016.

Chung, K.Y., Park, Y.U., & Ryu, K. (2016). Promoting domestic tourism II: Analysis of developed domestic countries. Academy of Global Hospitality and Tourism Conference, Seoul. May 20-23, 2016.

Hwang, E.M, Kim, Y., & Ryu, K. (2016). Exploring perceptions of Generation Y and their willingness to use a smartphone as an alternative to casino loyalty cards. The Korea America Hospitality and Tourism Educators Association, Las Vegas. April 21-22, 2016.

Ali, F., Ryu, K., & Kim, W. (2015). The effect of physical environment and national identity on tourists' delight and behavioral intentions. 2015 WHTER (World Conference on Hospitality, Tourism and Event Research) & ICES (International Convention and Expo Summit), Seoul, South Korea. May 20, 2015.



Kwag, D.H., Park, H.G., & Ryu, K. (2014). A co-authorship network analysis of Korean journal of hospitality administration using big data analysis: Application of social network analysis. Korean Academic Society of Hospitality Administration, Seoul, South Korea. July 27, 2014.

Lee, C.H., Kwag, D.H., & Ryu, K. (2014). Understanding employee turnover through mentoring, emotional exhaustion, employee satisfaction, organizational commitment, and period of employment in the foodservice industry: The application of scenario and invariance test. Korean Academic Society of Hospitality Administration, Seoul, South Korea. July 27, 2014.

Son, Y.H., Kim, W., & Ryu, K. (2014). The impact of in-flight physical environments on behavioral intentions: Focusing on the luxury flight. Korean Academic Society of Hospitality Administration, Seoul, South Korea. July 27, 2014.

Ali, F., & Ryu, K. (2014). Creative tourists' experience, memories, satisfaction and behavioral intentions. 2014 WHTF (World Hospitality & Tourism Forum), Seoul, South Korea. July 27, 2014.

Son, Y.H., & Ryu, K. (2014). Factors affecting the purchase intention of restaurant coupons in social commerce shopping: An integration of TAM and TPB with eImpulse-buying and eTrust. 2014 WHTF (World Hospitality & Tourism Forum), Seoul, South Korea. July 27, 2014.

Kim, W., & Ryu, K. (2014). Potential customers' intention to visit green restaurants in Korea. 2014 WHTF (World Hospitality & Tourism Forum), Seoul, South Korea. July 27, 2014.

Kim, W., Kim, M., & Ryu, K. (2014). Understanding customers' intention to visit green restaurants: Extending the model of goal-directed behavior. 2014 The Korean FoodService Association, Seoul, South Korea. May 17, 2014.

Lee, C.H., & Ryu, K. (2014). Understanding the role of emotional exhaustion and mentor position in the foodservice industry: The application of scenario. Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014.

Son, Y.H., & Ryu, K. (2014). The influence of e-impulsiveness and e-trust on purchase intention of restaurant coupons in social commerce shopping: An extension and revision of the TAM. Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014.

Kim, H., Bang, J.Y., & Ryu, K. (2014). Examining the relationship among coffee store employees' job demands, job resource, job engagement, and job satisfaction. Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014.

Bang, J.Y., Kim, H., Kim, W., & Ryu, K. (2014). Examining the relationship among casual workers' job demands, job resource and work engagement in the coffee industry: Moderating role of gender. Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014.

Kwag, D.H., Park, H.G., & Ryu, K. (2014). A co-authorship network analysis of journal of foodservice management: Application of social network analysis. Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014.

Park, H.J., & Ryu, K. (2014). Factors affecting hedonic pricing model using big data. Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014.



Kim, W., & Ryu, K. (2014). Assorting satisfaction attributes' dimensions of Korean restaurants in the U.S.: Employing online reviews. Foodservice Management Society of Korea, Seoul, South Korea. February 1, 2014.

Ryu, H., & Ryu, K. (2014). Influence of brand extension on the updated hotel brand personality and attitude toward the extended brand. Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014.

Park, H.J., & Ryu, K. (2013). The service quality on customer perceived value, customer satisfaction and customer loyalty: The case of casual restaurant. Korean Academic Society of Hospitality Administration, Seoul, South Korea. December 14, 2013.

Lee, C.H., & Ryu, K. (2013). The relationships between burnout, job satisfaction, organizational commitment and turnover intention by emotional labor level in the foodservice industry. Korean Academic Society of Hospitality Administration, Seoul, South Korea. December 14, 2013.

Ryu, H., Kwag, D.H., & Ryu, K. (2013). Street food consumers' behavior intention: Focus on theory of reasoned action. Korean Academic Society of Hospitality Administration, Seoul, South Korea. December 14, 2013.

Kwag, D.H., & Ryu, K. (2013). Consumers' behavioral intention of using social commerce: Moderating effect of gender and inertia using invariance test. Korean Academic Society of Hospitality Administration, Seoul, South Korea. December 14, 2013.

Kwag, D.H., Park, H.G., & Ryu, K. (2013). Consumers' behavioral intention to consume street food by gender and inertia: Using K-means cluster analysis and invariance test. Korean Academic Society of Hospitality Administration, Seoul, South Korea. December 14, 2013.

Kwag, D.H., Lee, C.H., & Ryu, K. (2013). The relationships between turnover intention, commitment and job satisfaction. Foodservice Management Society of Korea, Seoul, November 9, 2013.

Kwag, D., Han, H., & Ryu, K. (2013). The effect of corporate social responsibility on corporate reputation, airline image, and purchase intention in the airline industry. The Tourism Sciences Society of Korea, Seoul, July 5, 2013.

Ryu, K., & Han, H. (2013). The influence of restaurant foodservice quality on disconfirmation, value, customer satisfaction, and customer loyalty: A moderating effect of location in the restaurant industry. 19th Asia Pacific Tourism Association (APTA), Bangkok, Thailand, July 1-4, 2013.

Ryu, K., Lee, J., & Han, H. (2013). Relationships between restaurant quality, relationship benefits, and customer reciprocity. 19th Asia Pacific Tourism Association (APTA), Bangkok, Thailand, July 1-4, 2013.

Han, H., Moon, H., Choi, G., Suh, M., & Ryu, K. (2013). Physical environment and service encounter: Passengers' age group difference. 19th Asia Pacific Tourism Association (APTA), Bangkok, Thailand, July 1-4, 2013.

Do, H.Y., & Ryu, K. (2013). Restaurant brand personality scale by using big data: Restaurant rating service Yelp.com in the U.S.A. 73rd Fall Conference by The Tourism Sciences Society of Korea, Seoul, South Korea. February 1, 2013.



Min, K.S., Jung, J.M., & Ryu, K. (2012). "I apologize. I understand your concerns" When an empathetic apology works. 2012 ACR (Association for Consumer Research) Conference, Vancouver, Canada, October 4-7, 2012.

Min, K.S., Jung, J.M., & Ryu, K. (2012). Turning a lion into a kitten: The role of apology timing and relational expectation. 2012 AMA (American Marketing Association) Summer Marketing Educators' Conference, Chicago, USA, August 17-19, 2012.

Han, H., Ryu, K., Cho, Y., & Suh, M. (2012). The role of perceived benefits in a medical hotel. Annual International Conference on Tourism and Hospitality Research, Singapore, Singapore, July 9-10, 2012.

Ryu, K., & Valentino, E. (2012). Motivation for intended and accidental visitors in free food festivals. 18th Asia Pacific Tourism Association (APTA), Taipei, Taiwan, June 26-29, 2012.

Woods, D.P., Suh, M., Han, H., & Ryu, K. (2012). Contrasting the effects of ecological awareness on traditional and virtual golfers: A delineation of decision making in both "real" and "screen" golf. 18th Asia Pacific Tourism Association (APTA), Taipei, Taiwan, June 26-29, 2012.

Do, H.Y., & Ryu, K. (2012). The effect of restaurant quality and customer satisfaction on recommendation behavior by RFM method. Foodservice Management Society of Korea, Kyeonggi, Korea, May 11, 2012.

Woos, D.P., Han, H., Ryu, K., & Lee, M. (2011). Development of the theory of repurchase decision-making (TRD) in a full service restaurant context. 17th Asia Pacific Tourism Association (APTA), Seoul, Korea, July 3-6, 2011.

Seo, S.H., Ryu, K., & Yun, N. (2011). Foreign customers' perceived image and expectations toward Korean restaurants: The moderating role of familiarity. 17th Asia Pacific Tourism Association (APTA), Seoul, Korea, July 3-6, 2011.

Ryu, K., Choi, E., Hong, W., & Kim, H. (2011). Understanding western consumer behavior toward eating dog meat in Korea: Application of the extended theory of planned behavior. Advances in Hospitality and Tourism Marketing and Management, Istanbul, Turkey, June 19-24, 2011.

Ryu, K., Yang, E., & Kim, W. (2011). Spring break travelers' perception of Panama City Beach as a spring break destination. Southeast Council on Hotel, Restaurant and Institutional Education (SE CHRIE) Spring Meeting, Atlanta, GA, February 25, 2011.

Ryu, K. (2010). The influence of dining environmental perceptions on behavioral intentions through customer satisfaction in the upscale restaurant context. International Society of Travel and Tourism Educators (ISTTE), Los Angeles, California, October 18-22, 2010.

Ryu, K., & Han, H. (2010). Influence of physical environment on disconfirmation, customer satisfaction, and customer loyalty for first-time and repeat customers in upscale restaurants. 2010 International Council on Hotel, Restaurant and Institutional Education (I-CHRIE) Conference, Puerto Rico, USA, July 28-31, 2010.

Yan, Z., & Ryu, K. (2010). Determinants and impacts of customers' menu choice regarding the familiarity in the authentic Chinese restaurant context. 2010 International Council on Hotel, Restaurant and Institutional Education (I-CHRIE) Conference, Puerto Rico, USA, July 28-31, 2010.



Ryu, K., & Han, H. (2010). Key factors driving customers' word-of-mouth intentions in full service restaurants: The moderating role of switching costs. 16th Asia Pacific Tourism Association (APTA), Macao, China, July 13-16, 2010. (Best Conference Paper Nomination)

Ryu, K., Choi, H.S., & Hwang, J. (2010). Relationships between tangible quality, intangible quality, emotions, customer satisfaction and behavior intention in upscale restaurants: Application of modified Mehrabian-Rusell model. 16th Asia Pacific Tourism Association (APTA), Macao, China, July 13-16, 2010.

Ryu, K., Lee, J., & Kim, W.G. (2010). The effects of physical environment, food quality, and service quality on authentic Chinese restaurant image, customer satisfaction and loyalty. 16th Asia Pacific Tourism Association (APTA), Macao, China, July 13-16, 2010.

Roy, P., & Ryu, K. (2010). Influence of resident participation on perceptions in endogenous rural tourism projects: The case of Kumbalangi island village in Kerala, India. Tourism Sciences Society of Korea (TOSOK), Buan, South Korea, July 5-7, 2010.

Roy, P., Ryu, K., Chacko, H. (2010). Understanding the resident perceptions of an endogenous rural tourism project: The case of Kumbalangi island village in Kerala, India. 15th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Washington D.C. January 7-9, 2010.

Lee, H.Y., Chae, M.J., Bae, H.J., & Ryu, K. (2010). Ready-To-Eat foods market segmentation based on consumers' food related lifestyle. 15th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Washington D.C. January 7-9, 2010.

Ryu, K., & Han, H. (2009). Predicting tourists' intention to try local cuisine with modified theory of reasoned action: An investigation of gender difference. Euro Council on Hotel, Restaurant and Institutional Education (Euro-CHRIE), Helsinki, Finland, October 22-24, 2009.

Pearlman, D., Ryu, K., & Schaffer, F. (2009). Using objective criteria in assessing hospitality management program: An exploratory study. 15th Asia Pacific Tourism Association (APTA), Incheon, South Korea, July 10-12, 2009.

Ryu, K., & Pearlman, D. (2009). Destination Image of New Orleans: Pre-Katrina versus Post-Katrina. 15th Asia Pacific Tourism Association (APTA), Incheon, South Korea, July 10-12, 2009.

Ryu, K., & Han, H. (2009). Are consumers ready to go green hotel yet? - An examination of attitudes, demographics, and eco-friendly decisions. 7th Asia-Pacific CHRIE Conference, Singapore, May 28-31, 2009.

Su, Z., & Ryu, K. (2009). Influence of socio-demographic variables on customers' perceptions towards the quality of authentic food. 14th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV, January 4-6, 2009.

MacLean, E., & Ryu, K. (2009). Relationship among job satisfaction, commitment, and turnover intentions: A comparison of independent and chain restaurants. 14th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV, January 4-6, 2009.

Ryu, K. (2008). Influence of the quality of food, service, and physical environment on customer satisfaction in quick-casual restaurants: Moderating role of perceived price. Euro Council on Hotel, Restaurant and Institutional Education (Euro-CHRIE), Dubai, United Arab Emirates, October 11-14, 2008.



Ryu, K., Han, H., & Jang, S. (2008). The effect of hedonic and utilitarian values on customers' satisfaction and behavioral intention in the fast-causal restaurant industry. 14th Asia Pacific Tourism Association (APTA), Bangkok, Thailand, June 10-12, 2008.

Su, Z., & Ryu, K. (2008). The analysis of temporary employment in New Orleans restaurant and hotel industry. 13th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL, January 3-5, 2008.

Calin, K.C., & Ryu, K. (2008). The effect of physical environment on customer emotions and behavioral intentions at upscale hotels. 13th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Orlando, FL, January 3-5, 2008.

Ryu, K. (2007). Examining gender and age as moderators in forming customer behavioral intentions: Multiple group comparison using a structural modeling approach. 2007 International Council on Hotel, Restaurant and Institutional Education (I-CHRIE) Conference, Dallas, Texas, July 25-29, 2007.

Ryu, K., & Han, H.S. (2007). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the family restaurant industry. 5th Annual Asia Pacific CHRIE and 13th Asia Pacific Tourism Association Joint Conference, Beijing, China, May 23-27, 2007.

Ryu, K., & Jang, S. (2006). The effects of restaurant physical environments on emotion and behavioral intention in upscale restaurants: A modified Mehrabian-Russell model. Foodservice Management Society of Korea, Seoul, South Korea.

Ryu, K., Lee, Y. (2006). The relationship between the preference toward Korean traditional food and revisit intention for Japanese tourists: An application of Logistic regression analysis. Korean Society of Food Culture, Seoul, South Korea.

Ryu, K. (2006). Tourists' behavioral intention toward local cuisine: The comparison of original and modified theory of reasoned action model. Korean Society of Food Culture, Seoul, South Korea.

Kim, E., Ryu, K., & Huh, Y. (2006). An investigation of the consumption of the functional foods in adults living in Gwang-Ju. The Korean Society of Community Nutrition, Seoul, South Korea.

Ryu, K., & Jang, S. (2005). Predicting tourists' experience on local cuisine: An application of the modified theory of reasoned action model. 2005 International Council on Hotel, Restaurant and Institutional Education (I-CHRIE) Conference, Las Vegas, Nevada, July 26-31, 2005.

Ryu, K., & Jang, S. (2005). A multiple item scale for measuring the physical environment in upscale restaurants. Asia Pacific Tourism Association 11th Annual Conference, 11, 488-498.

Ryu, K., & Jang, S. (2005). The influence of DINESCAPE on behavioral intentions through emotions in upscale restaurants. 11th Asia Pacific Tourism Association (APTA) Annual Conference, 11, 188-199.

Ryu, K., & Jang, S. (2005). Tourist's behavioral intention towards local cuisine: An application of the theory of reasoned action. 10th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, (Best Conference Paper Award (2nd Place) and Best Paper Award Travel and Tourism Area)



Ryu, K., & Jang, S. (2005). A cross balance sheet analysis for restaurant firms: A canonical correlation analysis. 10th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism.

Ryu, K., & Back, K. (2005). Travel motivations for them-park casino visitors. 10th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism.

Ryu, K., & Jang, S. (2004). Performance measurement through cash flow ratios and traditional ratios: A comparison between commercial and casino hotel companies. Ninth Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, 9, 668-671.

Ryu, K., & Jang, S. (2003). Forecasting methods and seasonal adjustment for an institutional foodservice facility. Eighth Annual Graduate Education and Graduate Research Conference in Hospitality and Tourism, 8, 592-596.

Ryu, K., & Sanchez, A. (2002). The evaluation of the forecasting methods in a dining facility. Seventh Annual Graduate Education and Graduate Research Conference in Hospitality and Tourism, 7, 491-493.

RESEARCH INTERESTS

- Hospitality Marketing: Physical environments, Emotions, Hedonic and utilitarian value, Quality assurance (food, service, and atmosphere), Image, Cultural difference, Service failure and service recovery, Application of marketing theory (Mehrabian-Rusell model, Theory of reasoned action, Theory of planned behavior, Theory of repurchase decision-making, Importance-performance analysis)
- Research Methodology and Statistical Applications: Application of multivariate data analysis techniques to tourism and hospitality research, Scale development

PRESENTATIONS

Ryu, K., & Valentino, E. (2012). Motivation for intended and accidental visitors in free food festivals. 18th Asia Pacific Tourism Association (APTA), Taipei, Taiwan, June 26-29, 2012.

Ryu, K., Yang, E., & Kim, W. (2011). Spring break travelers' perception of Panama City Beach as a spring break destination. Southeast Council on Hotel, Restaurant and Institutional Education (SE CHRIE) Spring Meeting, Atlanta, GA, February 25, 2011.

Ryu, K. (2010). The influence of dining environmental perceptions on behavioral intentions through customer satisfaction in the upscale restaurant context. International Society of Travel and Tourism Educators (ISTTE), Los Angeles, California, October 18-22, 2010.

Ryu, K., & Han, H. (2010). Influence of physical environment on disconfirmation, customer satisfaction, and customer loyalty for first-time and repeat customers in upscale restaurants. 2010 International Council on Hotel, Restaurant and Institutional Education (I-CHRIE) Conference. Puerto Rico, USA, July 28-31, 2010.

Yan, Z., & Ryu, K. (2010). Determinants and impacts of customers' menu choice regarding the familiarity in the authentic Chinese restaurant context. 2010 International Council on Hotel, Restaurant and Institutional Education (I-CHRIE) Conference. Puerto Rico, USA, July 28-31, 2010.



Ryu, K., & Han, H. (2010). Key factors driving customers' word-of-mouth intentions in full service restaurants: The moderating role of switching costs. 16th Asia Pacific Tourism Association (APTA), Macao, China, July 13-16, 2010.

Ryu, K., Choi, H.S., Hwang, J. (2010). Relationships between tangible quality, intangible quality, emotions, customer satisfaction and behavior intention in upscale restaurants: Application of modified Mehrabian-Rusell model. 16th Asia Pacific Tourism Association (APTA), Macao, China, July 13-16, 2010.

Ryu, K., Lee, J., & Kim, W.G. (2010). The effects of physical environment, food quality, and service quality on authentic Chinese restaurant image, customer satisfaction and loyalty. 16th Asia Pacific Tourism Association (APTA), Macao, China, July 13-16, 2010.

Roy, P., & Ryu, K. (2010). Influence of resident participation on perceptions in endogenous rural tourism projects: The case of Kumbalangi island village in Kerala, India. Tourism Sciences Society of Korea (TOSOK), Buan, South Korea, July 5-7, 2010.

Ryu, K., & Han, H. (2009). Predicting tourists' intention to try local cuisine with modified theory of reasoned action: An investigation of gender difference. Euro-CHRIE, Helsinki, Finland, October 22-24, 2009.

Ryu, K., & Pearlman, D. (2009). Destination Image of New Orleans: Pre-Katrina versus Post-Katrina. Asia Pacific Tourism Association (APTA), Incheon, South Korea, July 10-12, 2009.

Pearlman, D., Ryu, K., & Schaffer, F. (2009). Using objective criteria in assessing hospitality management program: An exploratory study, Asia Pacific Tourism Association (APTA), Incheon, South Korea, July 10-12, 2009.

Ryu, K., & Han, H. (2009). Are consumers ready to go green hotel yet? - An examination of attitudes, demographics, and eco-friendly decisions. 7th APacCHRIE Conference, Singapore, May 28-31, 2009.

Ryu, K. (2008). Influence of the quality of food, service, and physical environment on customer satisfaction in quick-casual restaurants: Moderating role of perceived price. Euro-CHRIE, Dubai, United Arab Emirates, October 11-14, 2008.

Ryu, K., Han, H., & Jang, S. (2008). The effect of hedonic and utilitarian values on customers' satisfaction and behavioral intention in the fast-casual restaurant industry. Asia Pacific Tourism Association (APTA), Bangkok, Thailand, June 9-12, 2008.

Ryu, K., & Han, H.S. (2007). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the family restaurant industry. 5th Annual Asia Pacific CHRIE and 13th Asia Pacific Tourism Association Joint Conference, Beijing, China, May 23-27, 2007.

Ryu, K. (2007). Examining gender and age as moderators in forming customer behavioral intentions: Multiple group comparison using a structural modeling approach. 2007 International CHRIE Conference, Dallas, Texas, July 25-29, 2007.

Ryu, K., & Han, H. (2007). The relationships among store image, perceived value, customer satisfaction, and behavioral intentions in the fast-casual restaurant industry. 2007 Southeastern Travel and Tourism Research Association Conference's Tourism Research Symposium, Biloxi, Mississippi, March, 2007.



Ryu, K., & Jang, S. (2006). The effects of restaurant physical environments on emotion and behavioral intention in upscale restaurants: A modified Mehrabian-Russell model. Foodservice Management Society of Korea, Seoul, South Korea, July, 2006.

Ryu, K., Lee, Y. (2006). The relationship between the preference toward Korean traditional food and revisit intention for Japanese tourists: An application of Logistic regression analysis. Korean Society of Food Culture, Seoul, South Korea, 2006.

Ryu, K. (2006). Tourists' behavioral intention toward local cuisine: The comparison of original and modified theory of reasoned action model. Korean Society of Food Culture, Seoul, South Korea, 2006.

Kim, E., Ryu, K., & Huh, Y. (2006). An investigation of the consumption of the functional foods in adults living in Gwang-Ju. The Korean Society of Community Nutrition, Seoul, South Korea, 2006.

Ryu, K., & Jang, S. (2005). Predicting tourists' experience on local cuisine: An application of the modified theory of reasoned action model. 2005 International CHRIE Conference, Las Vegas, NV, July 26-31, 2005.

Ryu, K., & Jang, S. (2005). A multiple item scale for measuring the physical environment in upscale restaurants. Asia Pacific Tourism Association 11th Annual Conference, Goyang, Korea, July 7-10, 2005.

Ryu, K., & Jang, S. (2005). The influence of DINESCAPE on behavioral intentions through emotions in upscale restaurants. Asia Pacific Tourism Association 11th Annual Conference, Goyang, Korea, July 7-10, 2005.

Ryu, K., & Jang, S. (2005). Tourist's behavioral intention towards local cuisine: An application of the theory of reasoned action. 10th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC, January 5-7, 2005.

Ryu, K., & Jang, S. (2005). A cross balance sheet analysis for restaurant firms: A canonical correlation analysis. 10th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC, January 5-7, 2005.

Ryu, K., & Back, K. (2005). Travel motivations for theme-park casino visitors. 10th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC, January 5-7, 2005.

Ryu, K., & Jang, S. (2004). Performance measurement through cash flow ratios and traditional ratios: A comparison between commercial and casino hotel companies. 9th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 6-8, 2004.

Ryu, K., & Jang, S. (2003). Forecasting methods and seasonal adjustment for an institutional foodservice facility. 8th Annual Graduate Education and Graduate Research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 5-7, 2003.

Ryu, K., & Sanchez, A. (2002). The evaluation of the forecasting methods in a dining facility. 7th Annual Graduate Education and Graduate Research Conference in Hospitality and Tourism.

Ryu, K., & Sanchez, A. (2001). The effect of patronage frequency and payment method on restaurant tipping. Human Sciences Week 2001 Poster Session. Texas Tech University, TX.



Ryu, K., & Sanchez, A. (2001). Employee of the month: An experiment on intrinsic motivation Human Sciences Week 2001 Poster Session. Texas Tech University, TX.

PROJECTS

(1) Title: Visitor's motivation in free food festivals

Principal Investigator : Kisang Ryu

Fund Amount: \$10,000

Period: December 1, 2011 - November 30, 2012

Funding Agent: Sejong University

(2) Title: A study of big data analysis to maximize research funding opportunities

Principal Investigator : Kisang Ryu

Fund Amount: \$5,000

Period: April 1, 2014 - January 31, 2015

Funding Agent: Sejong University

(3) Title: Measuring the image of Korean food using a cross-national big data: A comparison among customers' perceptions about Korean, Chinese and Japanese foods in the U.S.A. and China

Principal Investigator : Kisang Ryu

Fund Amount: \$20,000 (\$25,000)

Period: May 1, 2014 - April 30, 2015

Funding Agent: National Research Foundation of Korea

(4) Title: Development program of skilled manpower through the education of big data analysis in the foodservice industry (Rejected)

Principal Investigator : Kisang Ryu

Fund Amount: \$2,000,000

Period: July 1, 2014 - February 28, 2019

Funding Agent: Ministry of Trade, Industry and Energy

AWARDS AND HONORS

- Excellent Researcher Award, Sejong University. August 28, 2014.
- Best Conference Paper Award (1st place) in the General Paper Session, 47th Spring Conference by Korean Academic Society of Hospitality Administration, Seoul, South Korea. July 27, 2014. Paper title: "A co-authorship network analysis of Korean journal of hospitality administration using big data analysis: Application of social network analysis"
- Best Conference Paper Award (3rd place) in the General Paper Session, 47th Spring Conference by Korean Academic Society of Hospitality Administration, Seoul, South Korea. July 27, 2014. Paper title: "The impact of in-flight physical environments on behavioral intentions: Focusing on the luxury flight"
- Best Conference Paper Award (2nd place) in the International Session, 2014 WHTF (World Hospitality & Tourism Forum), Seoul, South Korea. July 27, 2014. Paper title: "Creative tourists' experience, memories, satisfaction and behavioral intentions"
- Best Conference Paper Award (1st place), 32nd Spring Conference by Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014. Paper title: "Understanding the role of emotional exhaustion and mentor position in the foodservice industry: The application of scenario"
- Best Conference Paper Award (2nd place), 32nd Spring Conference by Foodservice Management Society of Korea, Seoul, South Korea. May 31, 2014. Paper title: "The influence of e-impulsiveness and e



- trust on purchase intention of restaurant coupons in social commerce shopping: An extension and revision of the TAM"
- Best Conference Paper Award (1st place), 73rd Fall Conference by The Tourism Sciences Society of Korea, Seoul, South Korea. February 1, 2013. Paper title: "Restaurant brand personality scale by using big data: Restaurant rating service telp.com in the U.S.A"
- Selected as Must-Read Articles in JHTR during 2010: Han, H. and Ryu, K. (2009). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the restaurant industry. *Journal of Hospitality & Tourism Research*, 33(4), 487-510.
- Best Conference Paper Nomination, 16th Asia Pacific Tourism Association (APTA), Macao, China, July 13-16, 2010. Paper title: "Key factors driving customers' word-of-mouth intentions in full service restaurants: The moderating role of switching costs"
- Recognized as an expert in the Hospitality Marketing field through *New Orleans Jazz Magazine* (April 2009, page 35), *OffBEAT* (April 2009, back cover Page), *North Shore Report* (April 2009, page 1), *NORTHSHORE Conifer* (April 2009, Volume 3, Number 4, page 26), *Gambit* (2009, Volume 30, Number 13, page 54), *CityBusiness* (April 6, 2009, page 4), *OffBEAT* (September 2009, back cover page), *Gambit* (2009, Volume 30), *North Shore Report* (April/May 2010, page 6), and *North Shore Report* (June/July 2010, page 24)
- Honorary Doctorate of Letters by International Biographical Centre (IBC)
- Cambridge Certificate for Outstanding Educational Achievement by International Biographical Centre (IBC)
- Top 100 Educators ~ 2014 ~ by International Biographical Centre (IBC)
- Man of the Year 2014 by International Biographical Centre (IBC)
- 2000 Outstanding Intellectuals of the 21st Century ~ 8th Edition ~ by International Biographical Centre (IBC), Cambridge, England
- 2000 Outstanding Intellectuals of the 21st Century ~ 2013 ~ by International Biographical Centre (IBC)
- (Marquis) *Who's Who in the World* (since 2012)
- *Who's Who in Medicine and Healthcare* 2011-2012 (Since 8th Edition)
- *Who's Who in America* (Since 2008)
- Best Conference Paper Award (2nd place) and Best Paper Award Travel and Tourism Area (2005), 10th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Myrtle Beach, SC, U.S.A. January 5-7, 2005. Paper title: "Tourists' Behavioral Intention Towards Local Cuisine: An Application of the Theory of Reasoned Action"
- The Elizabeth Perry Miles Memorial Scholarship, Kansas State University (2004-2005)
- The Lois Mae and Charles H. Beasley Scholarship, Kansas State University (2004-2005)
- The Lucile Hartmann Home Economics Scholarship Fund, Kansas State University (2003-2004)
- Hotel, Restaurant, Institutional Management and Dietetics Scholarship, Kansas State University (2002-2003)
- Merna M. Zeigler and Van Zeigler Student Grant Fund, Kansas State University (2002-2003)
- RHIM Scholarship, Texas Tech University (2000-2002)
- Eta Sigma Delta, Texas Tech University (2001)
- Human Sciences Graduate Scholarship, Texas Tech University (2000)
- Undergraduate Tuition Scholarship, Chonnam National University (1995, 1996, and 1998)

ACTIVITIES

1. Research Activity

1.1. Reviewer for Refereed Journals

- Reviewer for manuscript evaluations for Journal of Consumer Behaviour (Since March 2017)



- Reviewer for manuscript evaluations for Journal of Korean Food & Cookery Science (Since October 2014)
- Reviewer for manuscript evaluations for Journal of Nutrition and Health (Since March 2014)
- Reviewer for manuscript evaluations for Nutrition Research and Practice (Since March 2014)
- Reviewer for manuscript evaluations for Current Issues in Tourism (Since February 2014)
- Reviewer for manuscript evaluations for the Journal of Research in Hospitality, Tourism, and Culture (Since June 2013)
- Reviewer for manuscript evaluations for the Asia Pacific Journal of Tourism Research (Since August 2012)
- Reviewer for manuscript evaluations for the Journal of Hospitality Management and Tourism (Since March 2012)
- Reviewer for manuscript evaluations for the International Journal of Contemporary Hospitality Management (Since June 2011)
- Reviewer for manuscript evaluations for Journal of Travel & Tourism Marketing (Since April 2011)
- Reviewer for manuscript evaluations for International Journal of Tourism Sciences (Since August 2010)
- Reviewer for manuscript evaluations for Journal of Hospitality Marketing & Management (Since July 2010)
- Reviewer for manuscript evaluations for Cornell Hospitality Quarterly (Since June 2010)
- Reviewer for manuscript evaluations for Journal of Hospitality & Tourism Research (Since July 2009)
- Reviewer for manuscript evaluations for Journal of Tourism and Leisure Research (Since July 2009)
- Reviewer for manuscript evaluations for Journal of Sustainable Tourism (Since February 2009)
- Reviewer for manuscript evaluations for Tourism Management (Since September 2008)
- Reviewer for manuscript evaluations for The Service Industries Journal (Since June 2008)
- Reviewer for manuscript evaluations for the Journal of Service Science and Management (Since June 2008)
- Reviewer for manuscript evaluations for the International Journal of Hospitality Management (Since July 2006)
- Reviewer for manuscript evaluations for Journal of Foodservice Management (Since July 2006)
- Reviewer for manuscript evaluations for Korean Journal of Hospitality Administration (Since March 2006)

1.1. Reviewer for Conference Papers

- Paper Review Panel, 2017 Asia Pacific Tourism Association (APTA) Conference, Pusan, Korea
- Reviewer for manuscript evaluations for 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, January 3-5, 2015.
- Reviewer for manuscript evaluations for 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, January 3-5, 2014.
- Reviewer for manuscript evaluations for 18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, January 3-5, 2013.
- 2012 APF Paper Review Committee Member, 2012 Asia Pacific Forum for Graduate Students Research in Tourism, Seoul, Korea.
- Reviewer for The 2012 Tourism Sciences Society of Korea (TOSOK) International Tourism Conference, Ulsan, South Korea, May 22-24, 2012.
- Reviewer for manuscript evaluations for 2012 International CHRIE Conference.
- Reviewer for Tourism Sciences Society of Korea (TOSOK), Seoul, South Korea, July 4-6, 2011.
- Reviewer for 1st Annual The Korea America Hospitality and Tourism Educators Association (KAHTEA) conference, Las Vegas, NV, May 1-3, 2011.
- Reviewer for tourism track papers for 16th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 6-8, 2011.



- Paper Review Committee, 2010 Asia Pacific Tourism Association (APTA) Conference, Macao, China (7 papers)
- Reviewer for manuscript evaluations for 2010 International CHRIE Conference.
- Reviewer for tourism track papers for 15th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Washington D.C. January 7-9, 2010.
- Paper Review Panel, 2009 Asia Pacific Tourism Association (APTA) Conference, Incheon, Korea
- Reviewer for manuscript evaluations for 2009 International CHRIE Conference
- 2009 APF Paper Review Committee Member, 2009 Asia Pacific Forum for Graduate Students Research in Tourism, Seoul, Korea.
- Paper Review Panel, 2008 Asia Pacific Tourism Association (APTA) Conference, Bangkok, Thailand.

1.1. Editor

- International Journal of Hospitality Management, Coordinating editor (Since September 2013)
- Journal of Hotel and Tourism Management, Editor (March 2013 - February 2016)

1.1. Editorial Board

- International Journal of Contemporary Hospitality Management (Since September 2014)
- FoodService Industry Journal, Editorial Board (Since January 2014)
- International Journal of Tourism Sciences, Editorial Board (Since June 2010)
- Journal of Wine & Sommelier Studies, Editorial Board (Since March 2010-2012)
- Journal of Tourism and Leisure Research, Editorial Board (Since July 2009-2015)
- Foodservice Management Society of Korea, Editorial Board (Since June 2006)
- Korean Academic Society of Hospitality Administration, Editorial Director (June 2006-June 2007)
- Korean Journal of Hospitality Administration, Editorial Board (June 2006-June 2007)
- Korean Society of Food Culture, Council Director (March 2006-March 2007)

1.1. Ad Hoc Reviewer

- Journal of Quality Assurance in Hospitality and Tourism (JQAHT)

1.1. Book Reviewer

- Review 'Marketing for Hospitality and Tourism' by Kotler, Bowen, and Makens. (September 2010)

2. Others

- I-CHRIE Research Committee member (2010-2012)
- College of Human Ecology Academic Affairs Committee, Graduate Student Representative (08/2004-05/2005)
- Korean Student Association at Kansas State University, President (05/2003-05/2004)
- TaeKwonDoOne club at Texas Tech University, Assistant Instructor (01/2000-07/2002)
- Certificate of HACCP Implementation and Management, Texas Tech University (2001)
- Traveling to 58 countries: 13 countries in Asia (Korea, Thailand, China, Japan, Philippines, Singapore, Indonesia, Malaysia, Macau, Taiwan, Laos, Myanmar, Vietnam), 9 countries in Western Europe (United Kingdom, Netherlands, Germany, Switzerland, Monaco, France, Italy, Spain, Portugal), 5 countries in Eastern Europe (Austria, Hungary, Czech Republic, Poland, Slovakia), 2 countries in Northern Europe (Finland, Estonia), 3 countries in North America (United States, Canada, Mexico), 3 countries in Central America (Cost Rica, Panama, Nicaragua), 5 countries in South America (Brazil, Venezuela, Argentina, Uruguay, Columbia), 2 countries in Australia & South Pacific (Australia, New Zealand), 1 country in



Middle East (United Arab Emirates), 1 country in North Africa (Morocco), Turkey, and Greece (Since July 1995)

- Student Association in the Department of Food and Nutrition, President (09/92-01/93)

PROFESSIONAL MEMBERSHIPS

- Korean Academic Society of Hospitality Administration (January 2014-Present)
- The Tourism Sciences Society of Korea ((January 2014-Present)
- Korea America Hospitality & Tourism Educators Association (KAHTEA) (2012-Present)
- Hospitality and Tourism Management (HTM) Research and Education Forum (2010-Present)
- Asian Pacific Tourism Association (APTA) (May 2005-July 2011; June 2012-Present)
- Foodservice Management Society of Korea (March 2006-March 2007; May 2010-Present)
- Greater New Orleans Hospitality Financial Technology Professionals (HFTP) Chapter (September 2010-May 2011)
- International Council on Hotel, Restaurant, Institutional Education (I-CHRIE) (July 2004-December 2010)
- Southeast CHRIE (July 2006-December 2010)
- The Association of Hospitality Financial Management Educators (AHFME) (September 2006-September 2007)
- The Korea Academic Society of Tourism and Leisure (May 2006-May 2007)
- The Korean Society of Community Nutrition (March 2006-March 2007)
- Korean Dietetic Association (March 2006-March 2007)
- Korean Society of Food Culture (February 2006-February 2007)
- American Dietetic Association (ADA) (2002-2003)