

PERSONAL INFORMATION



Mohammad Ahmad Nabil Shaaban El-Sayed

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Sex Male | Date of birth 14 Jan 1980 | Nationality Egyptian

PERSONAL STATEMENT

Associate Professor, Hotel Studies Department, Faculty of Tourism and Hotels, Alexandria University.

Certified Hospitality Department Trainer, from the American Hotel and Lodging Educational Institute (AHLEI), in the specialty of Front Office Management.

WORK EXPERIENCE

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- 24 Apr 2018–Present **Associate Professor**
Hotel Studies Department, Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)
- 28 Nov 2019–Present **Academic Coordinator for Erasmus+ Key Action 1 activity (KA107) – International Credit Mobility, exchange between Programme and Partner Countries 2019-2024 between Faculty of Economics and Business, University of Zagreb, Croatia, and Faculty of Tourism and Hotels, Alexandria University, Egypt**
Faculty of Tourism and Hotels & Project Management Unit, Alexandria University, Alexandria (Egypt)
- 19 Dec 2018–Present **Executive Manager | Open-Education Unit – BSc. Program in Hotel Management**
Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)
- Aug 2017–Present **Member of the Editorial Board of the Scientific Journal of the Faculty of Tourism & Hotels, Alexandria University**
Faculty of Tourism & Hotels, Alexandria University, Alexandria (Egypt)
- Mar 2012–Present **Deputy Manager of Quality Assurance and Accreditation Unit, and Head of Internal Auditing Committee**
Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)
- 11 Jul 2019–16 Sep 2019 **Academic Expert for Hotels' Classification**
I have participated as an Academic Expert with a consultancy company in a project for re-establishing the Saudi Arabian Hotels' Licensing and Classification, in collaboration with the Saudi Commission for Tourism and National Heritage.
- 1 Sep 2019–30 Sep 2019 **Food & Beverage Control Consultant**
Guest House of the Egypt Japan University Of Science and Technology, Alexandria (Egypt)
- 12 Nov 2018–15 Dec 2018 **Visiting Professor**
M.Kozybayev North Kazakhstan State University, Faculty of History, Economy & Law, Petropavlovsk (Kazakhstan)

- Lecturing undergraduate courses
- Leading a Workshop on Internationalization of Tourism Education
- Holding Qualification Improvement Seminars for the teaching staff of the “History, Economy, and Law” Faculty in various disciplines of “International Tourism & Law”
- Participating with an article in the University’s International Conference of “Modernization of Education - The Key Factor of Human Resources Quality Improvement, held on December 11, 2018.

22 Mar 2012–23 Apr 2018

Assistant Professor

Hotel Studies Department, Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)

1 Sep 2016–28 Feb 2017

Post-Doctorate Researcher of ERASMUS-MUNDUS / UNetBA program

Faculty of Economics, Business and Tourism, University of Las Palmas de Gran Canaria (ULPGC), Las Palmas de Gran Canaria (Spain)

30 Sep 2012–Present

Adjunct Lecturer

the High Institute of Tourism, Hotel Management, and Restoration, Abou-Quir, Alexandria (Egypt)

30 Mar 2012–30 Jun 2015

Adjunct Lecturer

Faculty of Hotels Management, Alexandria University (Marsa Matrouh Branch), Marsa Matrouh (Egypt)

21 Jul 2007–21 Mar 2012

Assistant Lecturer

Hotel Studies Department - Faculty of Tourism & Hotels, Alexandria University, Alexandria (Egypt)

1 Dec 2001–20 Jul 2007

Demonstrator

Hotel Studies Department - Faculty of Tourism & Hotels, Alexandria University, Alexandria (Egypt)

EDUCATION AND TRAINING

20 Sep 2007–26 Feb 2012

PhD in Hospitality Management: Labor Cost Control

Hotel Studies Department - Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)

The Determinants and Effects of Applying a Multiple-Input Labor Cost Control Model in Hotels

20 Sep 2001–29 May 2007

Master in Hospitality Management: Internal Control

Hotel Studies Department - Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)

Studying the Effect of Applying Internal Control Procedures on Performing according to Preset Goals and Standards

20 Sep 1996–30 May 2000

Bachelor in Hotel Management

Hotel Studies Department - Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)

2002–Jun 2020

Career Development Programs

Faculty and Leadership Development Center, Alexandria University, Alexandria (Egypt)

- Operating SPSS software (Statistical Package for the Social Sciences) /// - E-Exams /// - Executive Leadership Development /// - Leadership and Strategic Thinking /// - Preparing Competitive Research Projects /// - Ethical Conduct and Code of Ethics /// - Strategic Planning /// - Organizing Scientific Conferences /// - University Administration /// - Time and Conference Management /// - University Laws and Regulations /// - Quality Standards in Teaching /// - Financial and Legal Affairs /// - Credit Hours System /// - Teaching with Technology /// - Communication Skills /// - Research Methodology /// - Codes of Ethics /// - Effective Presentation Skills /// - Effective Teaching

May 2020–Jun 2020

Udemy Online Workshops

- Finance to accelerate your startup /// - Home Business Basic Sales & Marketing Tools /// - How to Close Deals, Sales Closing Techniques /// - How to Write a Professional Business Plan /// - Personal & Business Development for Startup Founders /// - Strategic Ways to Build a Successful Business on Youtube

Sep 2019–May 2020

Innovation In Pedagogy and Aiding Distance Learning Unit of Alexandria University, Alexandria (Egypt)

- An Introduction to Social Learning Management Networking: Using EDMODO in Teaching /// - Using Microsoft Teams & Form in Education /// - Using Google Form in Education /// - Research-Based Learning & Project-Based Learning /// - Brainstorming using Electronic Whiteboards: Padlet & Lino /// - Open Educational Resources /// - Institutional Utilization of G Suite for Education /// - Using Moodle in Education /// - Mind Mapping as a Tool of Active Learning: Mindomo & Mindmeister /// - Educational Video Production Tools: Biteable & Video Maker /// - Introduction to Exams E-Proctoring in Higher Education Institutions /// - Ethics and Intellectual Property Rights in Higher Education

Apr 2020–Apr 2020

University of Prince Murgin Online Webinars, Medina (Saudi Arabia)

- Blended Learning and its Role in Developing Learning & Education /// - Social Enterprises

8 Jul 2019–9 Jul 2019

Approche Par Compétences (Competence -Based Education)

L'Agence Universitaire de la Francophonie (AUF) et l'Université Senghor, Alexandria (Egypt)

9 Feb 2019–9 May 2019

Entrepreneurship and Small Business (ESB) Certified Trainer

Certiport ; in collaboration with New Horizons, Alexandria, Alexandria (Egypt)

15 Jan 2012–1 Feb 2012

TOT Program on ULTRA Hotel Front Office System

COMSYS Software provider; in collaboration with Faculty of Tourism and Hotels, Alexandria University, Alexandria (Egypt)

17 Aug 2008–24 Aug 2008

TOEFL Preparatory Course

ESP (English for Specific Purposes) Center of Alexandria University, Alexandria (Egypt)

Grade: Very Good

1 Jul 2007–14 Jul 2007

Trainers' Training Program

Alexandreion Technological Educational Institute of Thessaloniki, Tourism Management Department, sponsored by the TEMPUS Project., Thessaloniki (Greece)

May 2003–May 2003

Certified Hospitality Department Trainer-CHDT

The Educational Institute of the American Hotel & Lodging Association (AHLA) in cooperation with the Egyptian Tourism Chambers, Alexandria (Egypt)

- Duration: 48 credit hours (May, 2003)

- Goal: Designing and implementing *training programs* for hotel employees.

1 Jul 2000–31 Aug 2000 **Summer practical training in front office operations**
Renaissance Alexandria Hotel, 5-star, Alexandria (Egypt)

1 Jul 1999–31 Aug 1999 **Summer practical training in front office operations**
Renaissance Alexandria Hotel, 5-star, Alexandria (Egypt)

1 Jul 1998–31 Aug 1998 **Summer practical training in food and beverage preparation**
Sofetil Cecil Hotel, 4-star, Alexandria (Egypt)

1 Aug 1997–31 Aug 1997 **English language course, Level 10**
American Cultural Center in Alexandria-AMIDEAST, Alexandria (Egypt)

PERSONAL SKILLS

Mother tongue(s) Arabic

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Completing TOEFL Preparatory Course at "ESP (English for Specific Purposes) Center of Alexandria University", (August, 2008) Completing an English language course at the "American Cultural Center in Alexandria-AMIDEAST," level 10 (August, 1997)					
Spanish	A1	A1	A1	A1	A1
The Confucius Institute at Las Palmas De Gran Canaria University, Spain					

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages - Self-assessment grid

Communication skills

I have gained considerable communication skills during my career since December 2001. Effective communication and mutual coordination is an inherent part in my job, which requires and involves condensed forms of communication through:

- Teaching and Training for undergraduate and postgraduate students
- Dealing with colleagues and management
- Research field studies with professionals and practitioners in the hospitality industry
- Coordinating job fairs with professionals and practitioners in the hospitality industry to provide training and employment opportunities for students and graduates
- Participation in organizing conferences
- Presentation skills necessary for discussing research papers in international and national conferences

Organisational / managerial skills

- **Executive Manager** of the *Open-Education Unit – BSc. Program in Hotel Management*, Faculty of Tourism and Hotels, Alexandria University, Egypt.

- Participation in the current Alexandria University's **Quality Assurance and Accreditation Project (QAAP)** for the Faculty of Tourism and Hotels (September, 2007- till present):

- Currently acting as the Deputy Manager of Quality Assurance and Accreditation Unit, and Head of

Internal Auditing Committee

- Preparing the filing system for the Quality Assurance Unit.
- Preparing the project's strategic plan, and faculty's mission and vision.
- Attending several workshops concerning the description and reporting on the teaching program and courses.
- Managerial and educational follow-up tasks.
- Designing and distributing questionnaires for faculty students for evaluating teaching programs, courses, and lecturers.
- Revising educational programs and course descriptions and reports.
- Analyzing auditing and questionnaire results to derive due improvements and developments in educational programs, curricula, and teaching activities.
- Evaluating faculty's activities against accreditation requirements.

- Participation in **organizing the conference** of "Tourism in a Changing World: Opportunities & Challenges" held at the Conference Hall, Bibliotheca Alexandrina (April, 2014).

- Participation in **organizing the conference** of "The Economic Crisis and its Effects on the Tourism Sector: Problem and Answer" held by the Egyptian Hotels Association (EHA) and the Faculty of Tourism and Hotels, Alexandria University, on 15th February 2009, at Alexandria Green Plaza Hotel.

- Participation in **organizing the conference** of "Tourism Awareness" held at the Conference Hall, Bibliotheca Alexandrina (April, 2006).

- Participation in **organizing the conference** of "The Egyptian North-western Coast on the International Tourism Map" held at the Conference Hall, Bibliotheca Alexandrina (April, 2005).

- Organizing the faculty's **graduation party and job fair** (December, 2004).

- Participation in **organizing the conference** of "Tourism, Investment, and Career Opportunities" held at the Conference Hall, Bibliotheca Alexandrina (April, 2003).

Job-related skills

- Experience in **teaching and training** various post-graduate and under-graduate courses (December, 2001- till present):

- Front Office Management /// - Front Office Software Training Course (operating PMS) ///
- Entrepreneurship and Small Business /// - Marketing for Tourism /// - Research Methods in Tourism ///
- History of Tourism /// - Introduction to Hospitality /// - Business Administration Principles ///
- Accounting Principles for Hospitality /// - Nutritional Fundamentals /// - Hazard Analysis and Critical Control Points (HACCP) /// - Public Relations in the Service Sector /// - Food and Beverage Management /// - Hotel Cost Accounting /// - Hotel Housekeeping /// - Food and Beverage Control ///
- Human Resources Management /// - Menu Planning /// - Hotels Furniture, Fixtures, and Equipment /// - Restaurant Management /// - Feasibility Study for Hotels /// - Graduation Project ///
- Resorts Management /// - International Hospitality Management /// - Hotels and the Environment (Master Course) /// - Managing and Controlling Food Quality (Master Course) /// - Marketing Research Principles (Master Course) /// - Recent Trends in Hotel Management (Master Course) ///
- Organizational Behavior in the Hospitality Industry (Master Course) /// - Customer Service (PhD Course) /// - Hotel Management Contracts (PhD Course)

- Member of the **Editorial Board of the Scientific Journal** of the Faculty of Tourism & Hotels, Alexandria University.

- Participating in the **Academic Supervision Committee** for:

- a PhD thesis on "Investigation of Food Waste Management Practices in Hotels: The Impact of Organizational Culture and Corporate Social Responsibility".
- a PhD thesis on "Influence of Hotel-Related User-Generated Content on the Perception of Trust and Booking Intentions".
- a master thesis on "The Effect of Customer Relationship Management on Hotels' Marketing Performance: The Mediating Role of Marketing Capabilities".
- a master thesis on "The effect of Job Resources on Employees' Work Engagement in Five-star Hotels in Egypt".

- **Designing curricula and syllabus, and the educational program** for

- Credit hours' educational system at the faculty.
- International Master Degree in Tourism, Hospitality, and Heritage (sponsored by the TEMPUS Project, in partnership with faculties of tourism and hotels from Portugal, Greece, Lebanon, and

Syria, and the Chrie and Mather Associations).

Digital skills - Successfully passing all modules required for the granting of the **ICDL; International Computer Driving License**, Syllabus Version 4 (Aug. 2010)

- **Completing a computer skills course** of 60 credit hours (*Ms. Windows; Ms. Office-Ms Word, Ms Excel, and Ms PowerPoint*) in the Computer Center, Faculty of Commerce, Alexandria University (December, 2003).

Other skills **Non-Academic Activities and Hobbies:**

- Playing gymnasium, jogging, hiking, and outdoor activities.
- Reading and socialization.

Personal Traits:

- Ambitious, Success-oriented, Generic.
- Responsible, Patient, Self-confident.
- Willingness to work hard and learn new things.
- Ability to participate in teamwork.
- Interested in teaching, mentoring, and helping others.

Driving licence B

ADDITIONAL INFORMATION

- Publications**
- **Career-Oriented Learning: Bridging Tourism Education with the Real-World Tourism & Hospitality Industry** (Practical article) - Published in the International Conference of "Modernization of Education - The Key Factor of Human Resources Quality Improvement", held by the North Kazakhstan State University, Kazakhstan (December 11, 2018).
 - **The impact of Ethical leadership on guests' service recovery satisfaction in hotels in Spain** (Abstract) - Published in the Gran Canaria SST2018-III Spring Symposium on Challenges in Tourism Development, June 7-8, 2018, Gran Canaria Island, Spain (organized by Tides: The Institute of Sustainable Tourism and Economic Development, University of Las Palmas de Gran Canaria).
 - **Assessing the Effect of Customer Relationship Management on Hotels' Marketing Performance: The Mediating Role of Marketing Capabilities: Evidence from Sharm El-Sheikh, Egypt** (Research Paper) - Published in the Journal of Tourism Research, version 18, November 2017 (published by the Tourism Research Institute, Athens, Greece).
 - **Linking consumer characteristics to word-of-mouth-related behaviors and referral intentions in restaurants** (Research Paper) - Published in the Tourism and Travelling, 1(1), 2017 (published by Kozmenko Science Publishing).
 - **The effect of Job Resources on Employees' Work Engagement in Five-star Hotels in Egypt** (Research Paper) - Published in the Journal of Tourism Research, version 16, June 2017 (published by the Tourism Research Institute, Athens, Greece).
 - **Revisiting Job Satisfaction: The Impact of Job Stability and Employee Wellbeing-Evidence from Hurghada** (Research Paper) - Published in the 1st International Conference held by Faculty of Tourism and Hotels, South Valley University, Egypt (April, 2016) "Tourism and Hospitality and Society Services: Current Challenges and Future Hopes". It is published in a special, conference-based, edition of the "Egyptian Journal of Tourist Studies".
 - **Researching Hotel Employee Satisfaction Based on Positive Work Environment - A case Study of Hurghada Hotels** (Research Paper) - Published in the Journal of Faculty of Tourism and Hotels, Fayoum University, Vol. (10), No. (2/2), September, 2016.
 - **Impacts of Workplace Relationships on Employees' Perceptions of Productive Work Environment** (Research Paper) - Published in the EuroChrie 2014 Conference held at the Emirates Academy of Hospitality Management, Dubai, UAE (October, 2014) "Hospitality and Tourism Futures".
 - **Determinants and Effects of Applying Electronic Marketing in Alexandria Hotels: Current Status and Future Trends** (Research Paper) - Published in the Journal of Tourism & Hospitality,

2013, 2:2 (OMICS publishing Group).

- **Internal Control for Hotels' Current Assets: Safeguarding Inventory, Cash Disbursements and Cash Receipts** (Text book); available since 2012 for sale on www.ebay.com, www.amazon.com, www.morebooks.de

Overseas Scientific Activities

- **Visiting Professor at M.Kozybayev North Kazakhstan State University, Faculty of History, Economy & Law, Petropavlovsk, Kazakhstan (12.11.2018 - 14-12-2018):**
 - Lecturing **undergraduate courses** on "Marketing of Tourism", "Methods of Research in Tourism", "History of Tourism".
 - Holding **Qualification Improvement Seminars** for the teaching staff of the "History, Economy, and Law" Faculty in various disciplines of "**International Tourism & Law**".
 - Participating in the methodical seminar on "**Foreign Experience of Teaching the students for the 'Tourism' Specialty**"
 - Participating with an article in the University's International **Conference of "Modernization of Education - The Key Factor of Human Resources Quality Improvement"** held on December 11, 2018.
- Publishing a research (The effect effect of Job Resources on Employees' Work Engagement in Five-star Hotels in Egypt) in the **6th International Conference on Tourism and Hospitality Management, 1-3 June 2017, Athens, Greece**, organized by The Tourism Research Institute and the Technological Educational Institute of Athens.
- Completing a **six-month research mission in University of Las Palmas de Gran Canaria (ULPGC), Las Palmas de Gran Canaria, Spain**, under the umbrella of **Erasmus Mundus UNetBA** project, mentored by a tutor from the Faculty of Economy, Management, and Tourism. Duration: from 01/09/2016 to 31/03/2017.
- Publishing a research (Impacts of Workplace Relationships on Employees' Perceptions of Productive Work Environment) in the **EuroChrie 2014 Conference held at the Emirates Academy of Hospitality Management, Dubai, UAE (October, 2014)** "Hospitality and Tourism Futures".
- Attending a training program "**Trainers' Training Program**" in **Thessaloniki, Greece, Alexandreion Technological Educational Institute of Thessaloniki**, Tourism Management Department (1-14/7/2007), sponsored by the TEMPUS Project.

Scientific Activities and Participation

- **Reviewing manuscripts** for **SAGE Open Journal**; and **research projects proposals** for **The Research Council of Sultanate of Oman**; in the tourism, hospitality, and business specializations.
- Attending **MEDITOUR 2019 Conference**: the 8th Mediterranean Tourism Forum; in Helnan Palestine Hotel, Alexandria, organized by The Association of Chamber of Commerce of the Mediterranean (ASCAME), in cooperation with the German-Arabian Chamber of Commerce and the Chamber of Commerce of Alexandria; July 13-14, 2019.
- Participating as an **Academic Expert** during June 2019, in a research project about Sustainable Development: Responsible Leadership in Small Organizations. Funded by: **ERASMUS PLUS** and Faculty of Economics and Business Administration, **Granada University, Spain**.
- Participating as a **Main Guest Speaker** in the Workshop entitled "**Hotel + Hospital = Hospitality**" on December 3th, 2017, held at Sheraton Montaza Alexandria Hotel; organized by Sheraton Montaza Hotel, Faculty of Tourism and Hotels Alexandria University, and Ministry of Health and Population of Egypt.
- Participating in **workshop on the UNWTO TedQual Certification System** on October 9, 2017, entitled "Enhancing Tourism and Hospitality Education through TedQual Certification" – given by Chair Prof. Aliana M. W. Leong.
- Completing a **six-month research mission in University of Las Palmas de Gran Canaria (ULPGC), Las Palmas de Gran Canaria, Spain**, under the umbrella of **Erasmus Mundus UNetBA** project, mentored by a tutor from the Faculty of Economy, Management, and Tourism. Duration: from 01/09/2016 to 31/03/2017
- Rendering a training course on **Hazard Analysis and Critical Control Points (HACCP)** Program for representatives of the Petroleum Marine Services Co. (one of the Egyptian General Petroleum Corporation companies).
- Training students on hotels' **Property Management System Software**.

- Projects**
- Acting as a Post-doc Researcher, as a part of the European **Erasmus Mundus UNetBA** project, in **University of Las Palmas de Gran Canaria (ULPGC), Las Palmas de Gran Canaria, Spain**.
Duration: from 01/09/2016 to 31/03/2017
 - Contributing in the **European Union's Project** for Developing Post-graduate Studies in the Faculty of Tourism and Hotels; **TEMPUS MEDA** JEP 31084, starting at 2003.

Research Fields and Interests

- The application of internal control principles and procedures in hotels and restaurants.
- Labor cost control and domination in hotels and restaurants.
 - Staff scheduling and preparing staffing guides.
 - Dealing with, and controlling fluctuating business volumes in hotels.
- Organizational-behavior & Human-resources-related issues; i.e.:
 - Effect of ethical leadership on guests' service recovery satisfaction in hotels.
 - Impacts of Workplace Relationships on Employees' Perceptions of Productive Work Environment
 - Organizational impacts of positive organizational behavior; teamwork and employee-supportive supervisor performance.
 - Organizational impacts of job stability; equality - job security - appreciating personal concerns - career opportunities.
 - The effect of job resources on employees' work engagement in hotels.
- Marketing-related issues; i.e.:
 - Hotel-Related User-Generated Content
 - Determinants and Effects of Applying Electronic Marketing.
 - Word-of-mouth-related behaviors and referral intentions.
 - Customer Relationship Management and its effect on marketing performance.
- Hospitality-education-related concerns; i.e., assessment of students' competencies, realization of intended learning outcomes, students' career readiness, bridging hospitality education and the Industry, language needs for hospitality students, 1st year experience in hospitality education.
- Dining experience dimensions impacting customer behavior.

References**Prof. Hanan S. Kattara**

- **Ex. Dean** of Faculty of Tourism & Hotels - Alexandria University
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- **E-mail:** hkattara2008@hotmail.com

Prof. Abeer Attia

- **Dean** of Faculty of Tourism & Hotels - Alexandria University
- +20 120 625 5551
- **E-mail:** abeer.attia19@alexu.edu.eg

Prof. Shaikin Dinmuhammed Nurlanovich

- **Head** of the "Economy and Accounting" Chair, Faculty of History, Economy, and Law, North Kazakhstan State University, Kazakhstan.
- Professor of Economical Science
- 007 776 116 5162
- **E-mail:** shaikindimash@mail.ru

Prof. Mona Barakat

- **Dean** of Faculty of Tourism & Hotel Management, Pharos University, Alexandria
- **Ex. Dean** of Faculty of Tourism & Hotels - Alexandria University
- **Ex. Dean** of High Institute of Tourism & Hotels, EGOTH, Alexandria

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Prof. Jailan El-Demerdash

- **Dean** of the High Institute of Tourism, Hotel Management, and Restoration, Abou-Quir
- **General Manager** of the Guest House of the Egypt Japan University Of Science and Technology
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