

CURRICULUM VITAE

Suzanne Dawn Markham Bagnera, PhD, MBA, CHA
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EDUCATION

Ph.D., HOSPITALITY MANAGEMENT, 10/16

Iowa State University, Ames, IA

Dissertation Topic: An examination of online ratings on hotel performance indicators: An
analysis of the Boston hotel market

M.B.A., MANAGEMENT, 5/98

Johnson & Wales University, Providence, RI

B.S., HOTEL / RESTAURANT INSTITUTIONAL MANAGEMENT, 8/96

Johnson & Wales University, Providence, RI

Concentration in LEADERSHIP STUDIES

Summa Cum Laude Honors

Eta Sigma Delta Honor Society

Golden Quill Honor Society

Silver Key Honor Society

A.S., HOTEL / RESTAURANT MANAGEMENT, 5/95

Johnson & Wales University, Providence, RI

Summa Cum Laude Honors

TEACHING EXPERIENCE

FLORIDA INTERNATIONAL UNIVERSITY, North Miami, FL

Visiting Assistant Professor, Chaplin School of Hospitality & Tourism Management, 2024 - Present
Lodging Curriculum Lead Instructor

INDIAN RIVER STATE COLLEGE, Vero Beach and Fort Pierce, FL

Director of the Hospitality Institute, Workforce Education and Advanced Technologies, 2021-2023

Master Instructor, Culinary and Hospitality Department, 2021-2023

Introduction to Hospitality and Tourism

Marketing and Sales in the Hospitality Industry

Security Issues in the Hospitality Industry

Managing Housekeeping Operations

Internship in Hospitality and Tourism

Hospitality Human Resource Management

Hospitality Law, Guest Services

Front Office Management

Food and Beverage Management

Catering and Banquet Management

Hospitality Management & Leadership

Food Sanitation and Safety

BOSTON UNIVERSITY, Boston, MA

Clinical Assistant Professor, School of Hospitality Administration, 2017-2021

Lecturer, School of Hospitality Administration, 2015-2017

Undergraduate Education

Human Resources Management for the Hospitality Industry

Lodging Operations and Technology

Operational Strategic Analysis

Introduction to Hospitality

Graduate Education, Master of Management in Hospitality

Hospitality Operations Analysis

Organizational Leadership

FISHER COLLEGE, Boston, MA

Adjunct Professor, 2020 – 2021

Hospitality Sales and Marketing

Contemporary Issues in Hospitality

ENDICOTT COLLEGE, Beverly, MA

Assistant Professor, School of Hospitality Management, 2012-2015

Collective Bargaining Agreement Member

*Rooms Division Management
Convention Sales & Service
Contemporary Mgmt: Social Media
Hospitality Sales & Marketing*

*Resort Management
Senior Internship
Corporate Event Management
Senior Thesis I and II*

JOHNSON & WALES UNIVERSITY, Providence, RI

Adjunct, Hospitality, Alan Shawn Feinstein Graduate School, 2010-2017

HOSP5000: Hospitality & Tourism Information Technology

HOSP6526: Hospitality & Tourism Information Technology

Adjunct, Online Masters Program, 2015-2019

FSM3001: Food Service Management Systems and Human Resource Applications

MOUNT IDA COLLEGE, Newton, MA

Instructor and Assistant Professor, Hospitality Management, 2007-2012

Old Program Courses

Introduction to Hotel & Tourism Management

Food & Beverage Management

Hotel Operations

Management Case Seminar

Food Sanitation & Safety

Hospitality Marketing & Sales

Convention Sales & Service

Hotel Planning Operations

Business Courses:

Customer Relationship Management

Current Issues

New Program Courses

Food Sanitation & Safety

Hospitality Service Management

Hospitality Sales & Marketing

Hotel Operations

Housekeeping Management

Introduction to Hospitality Management

Meeting Sales & Service

Dining & Beverage Service Mgmt.

Hospitality Purchasing

Hospitality Supervision Management

New Course in Development

Revenue Management

BUNKER HILL COMMUNITY COLLEGE, Charlestown, MA

Adjunct Instructor, Hotel / Restaurant Management, 2002-2005

Introduction to Hospitality

Lodging Operations I

Food & Beverage Management II

MASSACHUSETTS LODGING ASSOCIATION, Cambridge, MA

Industry Instructor, 2001-2004

Hospitality Accounting

Hospitality Law

Managing Front Office Operations

ADMINISTRATIVE EXPERIENCE AND ACCOMPLISHMENTS

FLORIDA INTERNATIONAL UNIVERSITY, North Miami, FL

Visiting Assistant Professor, Chaplin School of Hospitality & Tourism Management, 2024 - Present

- Develop the Learning and Development Program for Miccosukee Casino & Resort, MICCO U

INDIAN RIVER STATE COLLEGE, Vero Beach and Fort Pierce, FL

Director of the Hospitality Institute, Workforce Education and Advanced Technologies, 2021- 2023

- Developed the curriculum and program for the Anthony Melchiorri Institute of Hospitality
- WEAT representative on Curriculum Committee
- Contributed to Hospitality Program course syllabi
- Engaged with industry representatives to enhance enrollment and the industry pipeline
- Recruited for enhanced enrollment for both culinary and hospitality programs

BOSTON UNIVERSITY, Boston, MA

Chair, Undergraduate Programs, School of Hospitality Administration, 2019-2020

- Oversaw the Hospitality Administration and Hospitality Communication major programs
- Supervised the Director of Student Services and the sight to the advising process for SHA students
- SHA Representative for Undergraduate Faculty Council

- SHA Representative for the Boston University Technology Governance Committee
- Served on the Graduate and Undergraduate Assessment Working Groups in order to develop the plans for the annual assessment
- Recruited, interviewed, selected, onboarded, and trained new part-time faculty members
- Conducted course evaluations of part-time faculty members and reviewed findings with individuals
- Evaluated the performance of the new full-time faculty members
- Design and develop the annual course schedule

BOSTON UNIVERSITY, Boston, MA

Undergraduate Program Coordinator, School of Hospitality Administration, 2017-2019

- Represented SHA as a member of the Undergraduate Council
- Oversaw the efforts to include SHA curriculum in the newly implemented BU Hub general education program
- Cross-referenced and realigned all courses across four different technological platforms
- Developed a four-year course plan of the program to align with accomplishing the 26 BU Hub units of general education
- Attended new Center for Learning and Teaching workshops to develop course curriculum to meet the needs of the new general education program
- Developed the advising plan to train faculty on the new requirements for general education
- Served as a member of the Advising Network Council
- Served as the co-chair of the Assessment Committee ensuring SHA meets the continuous improvement for assessment in the program of courses. Represented SHA on the Undergraduate Working Group for Assessment
- Developed recommendations for inclusion in the re-design of courses in the minor selection of courses
- Represented SHA on the Summer Advising Board committee

MOUNT IDA COLLEGE, Newton, MA

Program Director, Hospitality Management, 2007-2012

- Developed curriculum for two distinct tracks in Hospitality Management; actively collaborated with others to generate a creative use of resources and an interdisciplinary approach to learning
- Developed marketing tools for the program, including a program and Admissions brochures
- Authored programmatic mission statement and specific objectives for each degree track; increased faculty use of stated objectives based on the all-college curriculum
- Expanded current opportunities for student training and generated new internship opportunities for our expanding programs
- Attended open houses and other institutional events to promote experiential learning and the institution's unique perspective on developing the program at the college
- Increased enrollment in the Hospitality Management Major from 28 to 32 over a two and a-half year period time
- Administered departmental budget overseeing expenses
- Interviewed and hired adjuncts; evaluated, supported, and mentored adjunct faculty in Hospitality Management; organized and chaired departmental meetings for faculty and students, as well as joint events to increase rapport between them
- Conducted course scheduling and teaching assignments
- Participated in NEASC institutional review as well as departmental self-study and evaluation for future NEASC accreditation review; generated reports for NEASC program review
- Presented at college CELT conferences, visiting committee meetings, and admissions and recruiting events

MOUNT IDA COLLEGE, Newton, MA, 2007-2012

Retention Coordinator, Enrollment & Marketing: Summer Projects 2009, 2010

- Created and Coordinated a summer program with work-study students to reach out to all 900+ current students.
- Developed forms and tracking measures to record data on students.
- Worked with various departments on campus (Registrar, Bursar, Financial Aid, Facilities, Residential Life, etc.) to improve campus-wide customer service and follow-up to ensure a successful return semester for our current students.
- Successful worked toward increasing retention rates over two summers.

CURRICULUM DEVELOPMENT

FLORIDA INTERNATIONAL UNIVERSITY, North Miami, FL

Visiting Assistant Professor, Chaplin School of Hospitality & Tourism Management, 2024 - Present

- Review the Lodging curriculum courses

INDIAN RIVER STATE COLLEGE, Vero Beach and Fort Pierce, FL, 2021- 2023

- Curriculum Committee Division representative, 2021- 2023
- Reviewed and modified all courses in Culinary, Hospitality, Restaurant, and Apprenticeship for 3-year review cycle
- Revised the Culinary & Hospitality Management programs to adhere to HB1507
- Revised the Restaurant Management program to adhere to HB1507
- Developed a new course, HFT 2245 Guest Service Management for the Hospitality degree
- Revised the Hospitality Management technical certifications for Guest Service Specialist, Event Planning, and Rooms Division Management
- Secured the installation of ECHO360 in our primary classroom space for audio recording for classroom inclusion instruction

BOSTON UNIVERSITY, Boston, MA, 2015-2021

- *Classroom 2 Classroom Experience Coordinator, 2015-2020*
 - Designed collaborative course projects for student engagement with the following intuitions: Chinese University of Hong Kong; Institut Paul Bocuse; University of Auckland, New Zealand; Kodolanyi Janos University, Budapest, Hungary; HAAGA-HELIA University of Applied Sciences, Finland and IHM-A, India
 - Oversaw three-four Learning Assistants and one Graduate Assistant
- Split course development: HF 270 - Lodging Operations Management and Technology
- New course development for MMH: HF 701 - Hospitality Operations Analysis; MMH: HF 733 - Organizational Leadership; HF 340 - Internship in Hospitality
- New co-curricular course development: HF 140 – Internship
- Revamp to HF100 – Introduction to Hospitality
- Member of Assessment Committee, 2015-2020
- Curriculum Committee, Chair, 2015-2020

ENDICOTT COLLEGE, Beverly, MA, 2012-2015

- New hospitality course development:
 - Purchasing Logistics, Lodging Operations II, Human Resource Management

MOUNT IDA COLLEGE, Newton, MA, 2007-2012

- Major revision of the Hospitality Management program
- Developed Hospitality Management degree tracks: *Hotel Management and Food & Beverage Management*

- New course development: Hospitality Service Management, Food & Beverage Cost Control, Hotel Housekeeping Operations, Dining & Beverage Service Management and Hospitality Purchasing, Dining and Beverage Service Management, and Hospitality Supervision Management
- Extensive course revisions: Introduction to Hospitality, Food & Beverage Management, Hotel Operations, Food Sanitation & Safety, Hospitality Sales & Marketing, Meeting Sales & Service, Management Seminar
- Courses in the development process: Revenue Management, Hospitality Managerial Accounting, Hospitality Property Operations, Hospitality Purchasing
- Created Mighty's Pub, a limited engagement student-operated restaurant on campus, October & November 2011

STUDENT ADVISOR/MENTORSHIP/RECRUITMENT

FLORIDA INTERNATIONAL UNIVERSITY, North Miami, FL

Visiting Assistant Professor, Chaplin School of Hospitality & Tourism Management, 2024 - Present

- Develop a Peer Mentor program

INDIAN RIVER STATE COLLEGE, Vero Beach, FL, 2021-2023

- Advised students in the Hospitality/Tourism Management program for courses available
- Executed engaging recruitment events on behalf of the program to encourage enrollment into department programs
- Managed communication with prospective applicants via email and phone calls
- Coordinated and provided tours on campus to demonstrate the facilities for the programs to prospective students
- Eta Sigma Delta, ICHRIE Honor Society, Advisor

BOSTON UNIVERSITY, Boston, MA, 2015-2020

- SHA Government, Advisor for all SHA clubs, 2018-2020
 - AH&LA, DECA, Diners Club, HSMIAI, NACE, and NSMH
- Eta Sigma Delta, ICHRIE Honor Society, Advisor 2017 – 2018, Co-Advisor – 2018 – 2020
- AH&LA Chapter, 2016 – 2020
 - Awarded student chapter of the year by the MLA, 2017
- Award Committee, 2015 – 2016
- ISHA, International Students Hospitality Association; Co-Advisor, 2015

ENDICOTT COLLEGE, Beverly, MA, 2012-2015

- AH&LA Chapter

MOUNT IDA COLLEGE, Newton, MA, 2007-2012

- Eta Sigma Delta Chapter, I-CHRIE
- Hospitality Club

Advising and Additional Field Service Supervision

BOSTON UNIVERSITY, Boston, MA, 2015-2021

- Advise 28-45 students in the School of Hospitality Administration for both programs
- Approved the 140, 240, and 440 Internship and International experience
- Member of the BU Advising Network
- Train all SHA faculty on Student Advising on a semester basis

ENDICOTT COLLEGE, Beverly, MA, 2012-2015

- Advised 35 students in the Hospitality Management program

MOUNT IDA COLLEGE, Newton, MA, 2007-2012

- Approved, Monitored, & Maintained tracking for 400 hours of field experience of students
- Advised over 42 students, the entire Hospitality program and several Business students

Internship Supervision

INDIAN RIVER STATE COLLEGE, Vero Beach, FL, 2021-Present

- Hospitality Internship, 3 credits / 60-80 hours
- Developed all course files and electronic evaluation tool for employer evaluations

ENDICOTT COLLEGE, Beverly, MA, 2012-2015

- Senior Internship, 12 credits / 450-480 hours; Fall 2012, Fall 2013
- Sophomore Internship, 3 credits, Winter & Summer sessions
- Freshman Internship, 3 credits, Winter & Summer sessions
- Senior Internships supervised
- Advised 8 students per academic grade

MOUNT IDA COLLEGE, Newton, MA, 2007-2012

- Approved and supervised all internships for the Hospitality Management program

PROFESSIONAL MEMBERSHIPS

International Council on Hotel, Restaurant and Institutional Education (I-CHRIE)

- Member, SECSA Federation, 2021-Present
- 75th Annual Conference Committee, 2019-2021; Federation Subcommittee, 2020-2021
- Area Consultant, NENA, 2020-2021
- Nomination Committee, NENA, 2020-2021
- Immediate Past President, NENA, 2019-2020
- President, North Eastern North American Federation, 2018-2019
- Vice President Current Candidate, NENA, 2018
- AdHoc RFP Spring NENA Conference Committee Chair, NENA, 2018
- Treasurer, North Eastern North American Federation, 2016 - 2018
- Member, Finance Committee, ICHRIE, 2016 – 2018
- Member, 5th Annual Regional Spring NENA Conference, 2016 -2017
- Member, Host Federation Conference Committee, 2016-2017
- Chair, 4th Annual Regional Spring NENA Conference, 2016
- Member, 4-year Institution Nomination Committee, 2011 - 2013
- Secretary, North Eastern North American Federation, 2010 – 2015
- Member, Bylaw Committee, 2010 - 2015
- Member, Conference Committee, 2011-2012

American Hotel & Lodging Association (AH&LA)

- Education Certification Advisory Council – 2020-2023
- Chapter Advisor ~ Boston University, 2016-2020
- New Chapter Advisor ~ Endicott College, 2012-2015

Florida Restaurant and Lodging Association (FRLA)

- Board of Directors, Treasure Coast Chapter – 2022 - 2023
- Academic Chair, Harvest Dines Fundraising Event, October 2022
- Member – 2021-present

Massachusetts Lodging Association (MLA)

- Board of Directors, Education Foundation
- Chair, Education Committee, Education Foundation
- Member, Special Interest Auction Task Force, Education Foundation

International, Hospitality Information Technology Association (iHITA)

- Member, 2013-2020

Massachusetts Restaurant Association (MRA)

- Member, Education Committee, Education Foundation

National Restaurant Association (NRA)

PODCASTING*NO VACANCY NEWS LIVE*Executive Producer, 2021-Present

- #1 hospitality rated podcast with co-hosts Glenn Haussman and Anthony Melchiorri
- Rated in the top ½ percentage of all podcasts globally
- Produce the live daily video streaming shows, Tuesday through Thursday
- Coordinate all the banners, graphics, and comment motion during the live broadcast
- Greet and welcome guests in the green room prior to the daily show
- Connect and engage with guests after the show to build the industry network channel
- Identify and schedule guests on the show

Episodes

- Guest: August 10, 2021; March 31, 2022
- Co-Host: December 23, 2021; January 12 & 13, 2022; February 22, 2022; March 3 & 8, 2022; March 17, 2022; April 25, 2022; May 5 & 17, 2022; June 9, 20, & 21, 2022.
- Host and Producer of the 500th Episode show, August 18, 2021
- Virtual introductions with actors and producers including Leo Rossi, Louis Lombardi, & Marc Summers

*FRIDAY NIGHT AUDIT*Producer and Guest, 2021-Present

- Rated #9 in the Top 30 Podcasts in Hospitality by the International Hospitality Institute
- Show co-hosts Glenn Haussman and Craig Sullivan
- Produce the show in the absence of the Executive Producer
- Image captures for social media marketing for co-host Craig Sullivan
- Guest appearance: February 13, 2020
- Episode appearances: May 21, 2021; June 11, 2021; October 29, 2021; June 17, 2022

*HOSPITALITY DESIGN*Show Note Producer, 2021-Present

- Show Host Glenn Haussman
- Craft and edit the show notes for the podcast

Podcast Guest

Host: Miranda Kitterlin-Lynch and Leon Thomas. Show: Checking Inn: A Lodging DEI Chat. Episode: Season 2 (to be aired). [Recorded in November 2023].

Host: Craig Sullivan. Show: California Lodging Investment Conference. Episode: California Lodging Investment Conference [CLIC] Connect Celebrity Edition. (6 July 2022).

<https://www.youtube.com/watch?v=CAJiy0EF17s> Co-Guests: Glenn Haussman, Dave Mignano, and Producer Danyetta Leffler. [Surprise Celebrity Guest Judge]

Host: Calvin Tilokee. Show: The Growth Spot. Episode: Balancing Motherhood & Career Growth. (28 June 2022). Co-Guests: Jessica K. Martini, Nicole Gallagher, and Jen Salerno.

<https://www.youtube.com/watch?v=x7MdHK444Lc>

Host: Craig Sullivan. Show: California Lodging Investment Conference. Episode: [CLIC] Connect with Dr. & Producer Suzanne Bagnera at Indian River State College. (17 May 2022).

<https://www.youtube.com/watch?v=-EDCSur9btE&t=15s>

HOSPITALITY EXPERIENCE

Hospitality Leadership Academy; Vero Beach, FL

MANAGING DIRECTOR & FOUNDING PARTNER, 2020 – Present

- Founding owner and developer of the hospitality training business.
- Establish all business aspects of opening, including DBA, zoning, financial institutions, and taxes.
- Design, create, and deliver training to clients.
- Prospect and source new clients to develop business.
- Notable clients: *Sandals Resorts, America's Car-Mart, and Concierge Services, LLC.*

Hampton Inn & Suites, Saunders Hotel Group; Norwood, MA

FRONT DESK TRAINING CONSULTANT, Summer – 5/11-8/11

- Reviewed current front office operation status and made recommendations for change.
- Trained current AGM on new procedures to operate the office more efficiently.
- Improved the customer service training of all agents at the front desk.

Goodwin & Associates Hospitality Services, LLC; Concord, NH

Customer Perspectives and Service with Style

MYSTERY SHOPPER, 8/07 – Present

- Respond to online requests for mystery shopping services.
- Visit the establishment to critique the dining experience.
- Complete the required forms and resubmit for processing.

Holiday Inn Hotel & Suites, Midland Hotel Corporation, Peabody, MA

GENERAL MANAGER, 1/07 – 8/07

- Oversaw the full-service hotel operation for a 183-room hotel with 20 suites.
- Created design and implementation of an employee break room area out of a banquet closet.
- Coordinated the operation for last-minute airline business from Logan.

Staybridge Suites, InterContinental Hotels Group, Boston – Burlington, MA

GENERAL MANAGER, Interim, 7/05 – 1/06

- Coordinated the operation of the entire management team in conjunction with the Andover property until a replacement General Manager was hired and trained.
- Maintained guest service standards for a 141-suite room hotel.
- Developed a Marketing Plan and Budget for the property without a Director of Sales.

Staybridge Suites, InterContinental Hotels Group, Boston – Andover, MA

GENERAL MANAGER, 2/05 – 5/06

- Oversaw entire hotel operation for 133-suite room hotel.
- Maintained guest service standards to be in the top 20 of 76 properties.
- Developed all hotel managers for further career advancement.

Holiday Inn Express Hotel & Suites, InterContinental Hotels Group, Cambridge, MA

GENERAL MANAGER, 01/02 – 5/04

- Oversaw complete hotel operations for a 112-room hotel.
- Coordinated the presentation, training, and ordering of the daily free breakfast.
- Maintained control of expenses, financial statements, and budget processes.

Super 8 Motel - Danvers, 106 Reality Inc., Danvers, MA

GENERAL MANAGER, 08/01 – 01/02

- Managed complete hotel operations for a 76-room motel with limited staff.
- Converted outside contract cleaning to a complete Housekeeping department.
- Structured a renovation program to convert the hotel from failing quality inspection status.

Holiday Inn Express Boston, Jiten Hotel Management, Boston, MA

GENERAL MANAGER, 04/01 – 06/01

- Revenue management, forecasts, and market segmentation restructure.
- Coordinated all HR functions including Payroll, hiring and firing, and reviews.
- Worked closely with management staff in 118-room property to maintain #1 service position.

Holiday Inn Select Government Center, Bass Hotels & Resorts, Boston, MA

GUEST SERVICE MANAGER / SERVICE COORDINATOR / MOD / ACTING FOOD & BEVERAGE MANAGER / QUALITY CZAR, 10/99 – 04/01

- Coordinated staff schedules for Agents, Bellman, PBX, and Night Audit.
- Conducted Quality Service training throughout the 303-room hotel for Guest Services.
- Exceeded yearly departmental revenues & profits while maintaining control of labor & expenses.

Holiday Inn Boston – Randolph, Peabody Hotel Group, Randolph, MA

FRONT DESK MANAGER, 9/98 – 10/99

- Coordinated staff schedules for Agents, Bell/Van, Reservations, Night Audit and Pool.
- Developed revenue forecasts and managed daily revenue of 158-room hotel.
- Hired and trained all associates in outstanding guest service.

Holiday Inn Taunton, Wellsley Inc., Taunton, MA

FRONT DESK SUPERVISOR / CONSULTANT, 6/98 – 9/98

- Trained the Rooms Division Manager.
- Trained and developed new Guest Service Agents.
- Developed procedures to operate Front Office more efficiently.

Holiday Inn-Select Boston – Government Center, Bristol Hotels & Resorts, Boston, MA

ASSISTANT GUEST SERVICE MANAGER, 12/97 - 9/98

- Coordinated training and daily procedures for front desk operation.
- Participated in the development of the revenue process a for 303-room hotel.
- Responded to guest concerns at the front desk and as nightly Manager on Duty.

Johnson & Wales University, Providence, RI

HALL DIRECTOR & RESIDENT ASSISTANT, 8/94 – 12/97

- Managed all residence hall front desk procedures and physical plant concerns.
- Trained and developed the skills of the Resident Assistants.
- Developed program, budget, and schedule plans for various facilities.

Carnevale Ristorante, Port Washington, NY

ASSISTANT MANAGER & CASHIER, 5/95 – 8/95

- Established all systems of cost, inventory and cash controls.
- Designed manuals and trained employees while coordinating the staff schedules.
- Organized Pre-Opening Procedures and Operations.

Johnson & Wales Inn, Seekonk, MA

Johnson & Wales University, Providence, RI

Radisson Airport Hotel @ Johnson & Wales, Warwick, RI

HOTEL & RESTAURANT INTERNSHIP, 9/94 – 11/94

- HOTEL MANAGEMENT: FD, Guest Services, Night Audit, Housekeeping & Reservation
- RESTAURANT MANAGEMENT: Prepped, prepared & served meals for public dining restaurants & banquet facilities.

Café America, Inc., Port Washington, NY

DINING ROOM MANAGER / SENIOR ACCOUNTS AUDITOR, 5/94 – 8/94

- Established & balanced systems of cost control.
- Implemented and trained employees in service etiquette.

Roslyn Claremont Hotel, Café Europa, Roslyn, NY

HEAD WAITRESS, 5/93 – 4/94

- Trained and delegated duties to new and current staff members.
- Additional positions included Mini-Bar Attendant & Room Service Attendant.

Louie's Shore Restaurant, Port Washington, NY

DINING ROOM SUPERVISOR (Restaurant shown in movie, "Meet the Parents."), 5/90 – 5/93

- Provided service to clientele and coordinated table service.
- Held accountable for total front desk policy.
- Additional positions included Dessert Room Attendant, Hostess, & Waitress.

CREDENTIALS & CERTIFICATIONS

Certified Hotel Administrator (CHA)

ServSafe Sanitation Manager Certified

ServSafe Instructor & Proctor Certified

Manage First by the National Restaurant Association, Instructor & Proctor Certified

University of South Florida Post-Crisis Hospitality Management Certificate, 2020

RESEARCH INTERESTS

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| <ul style="list-style-type: none"> ▪ Hotel Cleanliness ▪ Impacts of COVID-19 on the hospitality industry ▪ Resetting the restaurant table after COVID-19 ▪ Online hotel ratings and hotel performance indicators | <ul style="list-style-type: none"> ▪ Training in the hospitality field ▪ Teamwork as a form of leadership in the hospitality field ▪ Uses of social media as related to hospitality ▪ Customer Service |
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PUBLICATIONS

Bagnera, S. (2023). Brenda Collin, EVP, on How Preferred Hotels & Resorts is Setting Managers Up to Be Future Leaders. *Hertelieer*. <https://www.hertelieer.com/post/brenda-collin-evp-on-how-preferred-hotels-resorts-is-setting-managers-up-to-be-future-leaders>

Szende, P., Bagnera, S., Legg, M., & Dalton, A. (2022). The Perception of Clean: Consumer Trust in Hotels Amidst COVID-19. *The International Journal of Gaming, Hospitality and Tourism (IJGHT)*.

Lanz, L., Bagnera, S. & Feltault, M. (2022). Extended Stay America. *Journal of Hospitality Tourism Cases*. Expected for summer publication edition: *JHTC-2002-Vol.11-Issue 2*.

Palabiyik, J., Cronin, B., Bagnera, S., Legg, M. (14 June 2022). Endings, freezing, and new beginnings: The return of customer comfort to Massachusetts restaurants following the pandemic. *Journal of Hospitality and Tourism Insights*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/JHTI-09-2021-0249>

Bagnera, S., & Cole, D. C. (2021). HR Strategies for a Business During COVID-19: Be Ready for a New Way of Doing Business. Retrieved from <https://www.linkedin.com/pulse/hr-strategies-business-during-covid-19-ready-new-way-doing-bagnera>

Bagnera, S., & Forney, J. (2021). A Record Year for the Camping Industry Courtesy of COVID-19. Retrieved from <https://www.linkedin.com/pulse/record-year-camping-industry-courtesy-covid-19-suzanne-bagnera>

- Lanz, L., Bagnera, S. & Feltault, M. (2020). The Case of the Diamond Princess: Stranded at Sea in a Pandemic Parts 1, 2, and 3 Teaching Notes. *Boston Hospitality Review*. Retrieved from <https://www.bu.edu/bhr/2020/07/08/the-case-of-the-diamond-princess-stranded-at-sea-in-a-pandemic/>
- Palabiyik, J., Bagnera, S., & Cronin, B. (2020). Sanitizer Centerpieces: Concerns for Restaurant Operations in MA. *Boston Hospitality Review*, (Summer 2020). Retrieved from <https://www.bu.edu/bhr/2020/08/14/sanitizer-centerpieces-concerns-for-restaurant-operations-in-ma/>
- Bagnera, S., & Tringale, L. (2020). Kindness is not 86'd: The Spirit of Hospitality in a World of COVID-19. *Boston Hospitality Review*, (Special COVID-19 Edition Issue 3). Retrieved from <https://www.bu.edu/bhr/2020/07/02/kindness-is-not-86d-the-spirit-of-hospitality-in-a-world-of-covid-19/>
- Markham Bagnera, S., Palabiyik, J., & Cronin, B. (2020). Resetting the table: Concerns for restaurant operations in MA. *Boston Hospitality Review*, (Special Covid19 Issue 3). Retrieved from <https://www.bu.edu/bhr/2020/07/08/resetting-the-table-concerns-for-restaurant-operations-in-ma/>
- Bagnera, S., Szende, P., & Dalton, A. N. (2020). Conveying hotel cleanliness during COVID19 crisis. R. McCune (Ed.), *Hotel News Now*. Retrieved from <http://hotelnewsnow.com/Articles/302715/Conveying-hotel-cleanliness-duringCOVID-19-crisis>
- Bagnera, S., & Steinberg, M. (2020). Sanitized Practices for Human Resources in a COVID19 Environment. *Boston Hospitality Review*, 2020 – April (Special Edition: Covid-19 Crisis). Retrieved from <https://www.bu.edu/bhr/2020/04/16/sanitized-practices-forhuman-resources-in-a-covid-19-environment/>
- Bagnera, S., & Stewart, E. (2020). How Hospitality Alumni Are Waiting out COVID-19. *Boston Hospitality Review*, April 2020 (Special Edition: Covid-19 Crisis). Retrieved from <https://www.bu.edu/bhr/2020/04/14/how-hospitality-alumni-are-waiting-outcovid-19/>
- Bagnera, S. (2020). Camping Amidst COVID-19. *Boston Hospitality Review*, (Special Covid19 Issue 2). Retrieved from <https://www.bu.edu/bhr/2020/03/31/camping-amidstcovid-19/>
- Bagnera, S., & Stewart, E. (2020). Navigating Hotel Operations in Times of Covid-19. *Boston Hospitality Review*, (Special Edition: COVID-19 Crisis). Retrieved from <https://www.bu.edu/bhr/2020/03/25/navigating-hotel-operations-in-times-of-covid-19/>
- Bagdan, P. (2019). *Guest Service in the Hospitality Industry*. (2nd edition). Kendall Hunt Publishing. Contributed custom photography.
- Bagnera, S. (2017, Fall). A (diamond) cut above the rest: Improving hotel operations based on TripAdvisor ratings attributes. *Boston Hospitality Review*, 5(3).
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PUBLICATIONS IN PROGRESS

Szende, P., Bagnera, S., Legg, M., & Dalton, A. (2022). The Perception of Clean: Consumer Trust in Hotels Amidst COVID-19. *The Conversation*. (Manuscript under review by editor).

PUBLICATIONS IN DEVELOPMENT

Bagnera, S., Ricci, P. Labor Solutions for Hospitality.

Bagnera, S., Reagan, M. & Jan, L. Restaurant Success amidst a pandemic.

Bagnera, S. & Reagan, M. Restaurant Success Stories. Nation's Restaurant News.

Bagnera, S., Cole, D., & Steinberg, M. New employee habits that are here to stick after COVID: How flexible is too flexible?

Bagnera, S. & Melchiorri, A. Behind the Scenes Cases Studies Series.

Bagnera, S. & Schrier, T. TripAdvisor rating impact on Boston hotels' financial performance. Target Journal: Journal of Tourism and Hospitality Management.

Bagnera, S. & Schrier, T. The impact of TripAdvisor's user-generated comment ratings has on hotel performance. Target Journal: Journal of Hospitality Tourism Technology.

Szende, P., Bagnera, S. & Dalton, A. Hotel Cleanliness Amidst COVID-19.

Markham-Bagnera, S. Lodging Predictions: The Future of the Industry.

Bagnera, S. Online hotel ratings impact on Boston hotel performance. Target publication: HNN – Hotel News Now.

Markham-Bagnera, S. & Bagdan, P. Tipping in America in a different generation.

Bagnera, S., Schrier, T., Schrier, J., & Brown, E. Big data: TripAdvisor ratings and hotel financial performance. *Seeking new journal publication opportunities*.

TEXTBOOK PUBLICATIONS

Szende, P., Markham-Bagnera, S., Cole, D. (2020). *Human Resource Management in Hospitality Cases*. (1st edition). Routledge: Abingdon, United Kingdom.

Bagnera, S., & Szende, P. (2020). Organizing Staff. In A. Dalton, P. Szende, & M. M. Yoo (Eds.), *Operations Management in the Hospitality Industry*. Emerald Group Publishing. Expected publication in June 2021.

Bagnera, S. (2021). Workplace Skills and Expectations. In P. Bagdan (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Bagnera, S. (2021). Careers in Hospitality and Tourism. In P. Bagdan (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Bagnera, S. (2021). The Front Office. In P. Bagdan (Ed.), *Hospitality and Tourism Management Program*, (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Bagnera, S. (2021). Safety and Security. In P. Bagdan (Ed.), *Hospitality and Tourism Management Program*, (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Bagnera, S. (2021). Introduction to the Lodging Industry. In P. Bagdan (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Bagnera, S. (2021). Housekeeping. In P. Bagdan (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Bagnera, S. (2021). Engineering. In P. Bagdan (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

TEXT BOOK REVIEW

Bagdan, P. (2021). What is Hospitality? In S. Bagnera (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Bagdan, P. (2021). Welcoming Guests. In S. Bagnera (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Kirkley, D. (2021). Travel and Tourism. In S. Bagnera (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Kirkley, D. (2021). Resorts, Clubs, and Gaming. In S. Bagnera (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Kirkley, D. (2021). Recreation and Attractions. In S. Bagnera (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

Kirkley, D. (2021). Cruise Industry. In S. Bagnera (Ed.), *Hospitality and Tourism Management Program* (2nd ed.). Chicago, IL: National Restaurant Association Solutions, LLC.

The Council for Australasian Tourism and Hospitality Education CAUTHE case study textbook Project. Reviewed two cases to be published in the textbook. (July 2020).

Zemke, D. (2018). *Managing the Built Environment in Hospitality Facilities*. Kendall Hunt Publication. Reviewed two chapters in the textbook: Chapter 7 Electrical Systems, and Chapter 8 Lighting Systems.

Baran, R., Galka, R., & Strunk, D. (2008). *Principles of Customer Relationship Management*. Thompson Learning.

PRESENTATIONS

Bagnera, S. and Melchiorri, A. Hospitality Trends with Anthony Melchiorri. I-CHRIE 2023 Annual Conference, Phoenix, AZ, July 2023.

Bagnera, S. and Midkiff, D. Build Your Recruitment Tool Box. I-CHRIE 2023 Annual Conference, Phoenix, AZ, July 2023.

Bagnera, S. Retention is the Name of Today's Game. Sweet Sixty Hospitality Conference – For Busy Leaders. The Wise Pineapple Sweet Hospitality. August 2022. <https://twpsweetsixty.com/page/2QmyY>

Bagnera, S. The amazing journey to hospitality. Hospitality Class. Jensen Beach High School. Jensen Beach, FL. August 2022.

Bagnera, S. What is Hospitality? Culinary and Hospitality Programs at IRSC. For the TRIO and Quest student summer groups. Vero Beach and Fort Pierce, FL, June 2022.

Bagnera, S. Culinary and Hospitality Programs at IRSC. In the St. Lucie County Tourist Development Council Meeting, Fort Pierce, FL, June 2022.

Bagnera, S. Culinary and Hospitality Programs at IRSC. In the Martin County Tourist Development Council Meeting, Martin, FL, May 2022.

Bagnera, S. Hospitality management programs in high schools. In the QCCPC Meeting, Fort Pierce, FL, April 2022.

Tilokee, C., Bagnera, S., Dugan, B., and Cheng, Y. Session 10 – Hospitality Training: Trends and Opportunities. The Global Hospitality Summit – 2021. International Hospitality Institute (IHI). November 10, 2021

Bagnera, S. Chapter 10 – Rendezvous Meet and Greet. Live virtual presentation at the School of Hospitality Management, IMS Unison University, India, July 2021.

Bagnera, S. Bridging the gap in hospitality education. In the Career Source event, Martin County Hospitality Networking & Hiring Event, Stuart, FL, October 19, 2021.

Bagnera, S. Staffing strategies during a labor crisis. In the IRSC Culinary & Hospitality HIP Workshop, Vero Beach, FL, October 11, 2021.

Bagnera, S. Reverse engineer the hiring process. Keynote Speaker in the Career Source event, St. Lucie County Hospitality Networking & Hiring Event, Port St. Lucie, FL, September 28, 2021.

Bagnera, S. Culinary and Hospitality Programs at IRSC. Education Conclave at IRSC, Fort Pierce, FL, October 8, 2021.

Bagnera, S., Melchiorri, A. & Hausmann, G. Bridging the Gap: Meaningful Engagement Opportunities between Industry and Academia. No Vacancy News Podcast. Facebook, YouTube and LinkedIn, New York, NY, February 16, 2020.

Bagnera, S., & Mandolese, J. Faculty Conversation Spark - A Field of Study Approach. Business: Recording Class Lectures in ECHO 360. In 4th Annual Teaching with Technology Festival. George Sherman Union, Boston University, Boston, MA, October 2019.

Bagnera, S. What is Hospitality? A Lodging Operations Focus. Showa Boston Fall Semester. Boston University, Boston, MA, September 2019.

Bagnera, S., Mitchel, R., Klein, D., & Amburgey, S. Hospitality & Tourism Careers of the Future. I-CHRIE 2019 Annual Conference, New Orleans, LA, July 2019.

Markham-Bagnera, S. & Bagdan, P. An analysis of food service rating systems. I-CHRIE 2019 Annual Conference, New Orleans, LA, July 2019.

Markham-Bagnera, S. & Bagdan, P. A food service rating systems analysis. I-CHRIE 2019 Annual Conference, New Orleans, LA, July 2019.

Solomon, W. & Markham-Bagnera, S. Guided pathways: Tips for navigating the process. I-CHRIE 2019 Annual Conference, New Orleans, LA, July 2019.

Markham-Bagnera, S. & Szende, P. Hospitality labor: Strategies for handling new legislature. I-CHRIE 2019 Annual Conference, New Orleans, LA, July 2019.

Markham-Bagnera, S. & Bagdan, P. Tipping in hospitality: The impact a cashless society has on employees. 2019 APacCHRIE & EuroCHRIE Joint Conference, Hong Kong.

Quadri-Felitti, D., Mayo, F., Bagnera, S., Egan, B. & Heid, R. Blending technology in hospitality teaching across varying educational settings and contexts. I-CHRIE 2019 6th Annual NENA Regional Conference. The Pennsylvania State University, State College, PA, March 2019.

Markham-Bagnera, S. & Bagdan, P. Tipping in hospitality: The impact the millennial generation has on the industry. I-CHRIE 2019 6th Annual NENA Regional Conference. The Pennsylvania State University, State College, PA, March 2019.

Markham-Bagnera, S. The impact user-generated content comments have on a lodging operations financial performance. I-CHRIE 2019 6th Annual NENA Regional Conference. The Pennsylvania State University, State College, PA, March 2019.

Bagnera, S. What is Hospitality? A Lodging Operations Focus. Showa Boston Fall Semester. Boston University, Boston, MA, September 2018.

Markham-Bagnera, S. & Bagdan, P. An analysis of mobile check-in technologies in the lodging industry. I-CHRIE 2018 Annual International Conference, Palm Springs, CA, July 2018.

Markham-Bagnera, S., & Schrier, T. AAA diamonds and online TripAdvisor reviews impact on the financial performance of hotels. I-CHRIE 2018 Annual International Conference, Palm Springs, CA, July 2018.

Markham-Bagnera, S., & Schrier, T. User's perceptions of theme park mobile applications: An examination of the Disney MyMagic+ program. I-CHRIE 2018 Annual International Conference, Palm Springs, CA, July 2018.

Yan, G., Chyau, P., Edward, D., Bagnera, S., & Yuanyuan, W. How technology will affect the hospitality industry's future and how educators should prepare students for the change. HEAD 2018 Summit, Shaoxing, Zhejiang, PR China, June 2018.

Bagnera, S., Stewart, E., Kirks, L., & Foster, A. The Hospitality Industry: Transferable Skills. Partners for Youth with Disabilities. Madison Park High School, West Roxbury, MA, November 2017.

Bagnera, S. What is Hospitality? A Lodging Operations Focus. Showa Boston Fall Semester. Boston University, Boston, MA, September 2017.

Markham-Bagnera, S. & Bagdan, P. An analysis of hotel rating systems. I-CHRIE 2017 Annual International Conference, Baltimore, MD, July 2017.

Bagnera, S., & Schrier, T. The Impact hotel online reviews have on the financial performance of diamond-ranked hotels. I-CHRIE 2017 Annual International Conference, Baltimore, MD, July 2017.

Bagnera, S., & Schrier, T. Hotel online rating attributes impact on lodging performance. I-CHRIE 2017 Annual International Conference, Baltimore, MD, July 2017.

Berezina, K., Cobanoglu, C., Collins, G., & Bagnera, S. Teaching high tech to develop high touch: Educators' perspective on teaching hospitality with technology. I-CHRIE 2017 Annual International Conference, Baltimore, MD, July 2017.

Bagdan, P. & Markham-Bagnera, S. An Analysis of Food Service Rating Systems. I-CHRIE 2017 5th Annual NENA Regional Conference, Philadelphia, PA, April 2017.

Bagnera, S. & Cooper, C. Legacy Lecture Series Interview with Dean Caroline Cooper. I-CHRIE 2017 5th Annual NENA Regional Conference, Philadelphia, PA, April 2017.

Bagnera, S. HIP Roundtable Session: Collaborative Assignments and Projects. I-CHRIE 2017 5th Annual NENA Regional Conference, Philadelphia, PA, April 2017.

Bagnera, S. An examination of online ratings on hotel financial performance indicators: An analysis of the Diamond ratings in the Boston hotel market. Boston University. Boston, MA, January 2017.

Bagnera, S. What is Hospitality? A Lodging Operations Focus. Showa Boston Fall Semester. Jamaica Plain, MA, September 2016.

Bagnera, S. The Hotel Franchise Model: Is it Working? I-CHRIE 2016 NENA Regional Conference, Boston, MA, April 2016.

Fessehaie, J. & Markham-Bagnera, S. The Effect of Recruitment Activities on Post College Hospitality Jobs. Poster session presented at the I-CHRIE NENA 4th Annual Regional Spring Conference, Boston, MA, April 2016.

Markham-Bagnera, S. & Schrier, T. Managerial Response Impact on User-Generated Hotel Reviews. Poster session presented at the Hospitality Graduate Conference, Philadelphia, PA, January 2015.

Lee, K.E., Schrier, T., & Markham-Bagnera, S. An Empirical Study on Factors Affecting Continuance Intentions of Using MICE Mobile Applications. Poster session presented at the Hospitality Graduate Conference, Philadelphia, PA, January 2015.

Lee, K.E., Schrier, T., & Markham-Bagnera, S. Inter-City Comparisons of the Economic Impact of the Convention Industry. Poster session presented at the Hospitality Graduate Conference, Philadelphia, PA, January 2015.

Markham-Bagnera, S. & Bagdan, P. Big Changes in Customer Service Management. I-CHRIE 2015 Annual Conference, Orlando, FL, July 2015.

Markham-Bagnera, S. & Schrier, T. Managerial Response to User-Generated Reviews and its impact on hotel bookings. I-CHRIE NENA Regional 2015 Annual Spring Conference, Baltimore, MD, March 2015.

Bagdan, P. & Bagnera, S. The Impact and Evolution of Electronic Word-of-Mouth (eWOM) on the Hospitality Industry. I-CHRIE 2014 Annual Convention, San Diego, CA, August 2014.

Kasche, W. & Markham-Bagnera, S. The impact casino hotel social media specialists have on the rankings of user-generated content reviews. Hospitality Graduate Conference, Houston, TX, January 2014.

Bagnera, S. ESD Keynote Introduction, Endicott College, Beverly, MA, September 2013.

Markham-Bagnera, S. What are the top factors that make hotels successful on TripAdvisor? I-CHRIE 2013 Annual Convention, St. Louis, MO, July 2013.

Markham-Bagnera, S. Impact of User-Generated Reviews on Hotel Bookings. iHITA 2013 Annual Conference, Minneapolis, MN, June 2013.

Bagnera, S. Customer Service. Marketing Class, Ben Franklin Institute of Technology, Boston, MA, April 2013.

Bagnera, S. ESD Keynote Introduction, Endicott College, Beverly, MA, September 2012.

Markham, S. & Pandit, R. Is Peer Evaluation Effective? I-CHRIE 2012 Annual Convention, Providence, RI, August 2012.

Markham, S. & Bagdan, P. Customer Service – What is Acceptable vs. Not Acceptable? I-CHRIE 2012 Annual Convention, Providence, RI, August 2012.

Lolli, J. & Markham, S. How do Four Generations of Hotel General Managers Lead? A Panel Discussion Presented by the Lodging SIG. I-CHRIE 2012 Annual Convention, Providence, RI, August 2012.

Markham, S. & Pandit, R. Is Assessment of individual student work by student peers Effective? I-CHRIE 2012 Annual Convention – Career Academy: Teaching Academy, Providence, RI, August 2012.

Markham, S. Etiquette and Networking. Etiquette Dinner. Mount Ida College, April 2012.

Markham, S. Utilization of Social Media Tools to Enhance Student Learning in Hospitality. Endicott College, April 2012.

Markham, S. Welcome Etiquette. Etiquette Dinner. Mount Ida College, April 2012.

Markham, S. & Dombrowski, P.J. Table Host Training. Etiquette Dinner. Mount Ida College, March 2012.

Markham, S. & Pandit, R. Is Peer Evaluation Effective? NEFDC Fall Conference. College of the Holy Cross, November 2011.

Markham, S. and Bagdan, P. Improve the Student Experience Using Technology. I-CHRIE 2011 Denver, Colorado Annual Convention, July 2011.

Markham, S. Social Media Tools: How can faculty interact with these tools to help better prepare students? I-CHRIE 2011 Denver, Colorado Annual Convention, July 2011.

Markham, S. Service Management: A Realistic project working with a hospitality field expert. I-CHRIE 2011 Denver, Colorado Annual Convention, July 2011.

Markham, S. & Faer, J. Networking, Etiquette, & Alcohol Awareness. Etiquette Dinner. Mount Ida College, April 2011.

Markham, S. Welcome Etiquette. Etiquette Dinner. Mount Ida College, April 2011.

Markham, S. & Dombrowski, P.J. Table Host Training. Etiquette Dinner. Mount Ida College, April 2011.

Markham, S. & Wuest, L. Using Google Docs, Lunch & Learn. Mount Ida College, February 2011.

Markham, S. & Wuest, L. Using a Blog. Instructional Technology, Lunch & Learn. Mount Ida College, February 2011.

Markham, S. & other Johnson & Wales Alumni. Hospitality College Alumni Panel. Alumni Leaders Week. Johnson & Wales University – Providence Campus, February 2011.

Markham, S. & other Mount Ida Faculty. Report Out from NEFDC Fall 2010 Conference. Mount Ida College, November 2010.

Markham, S. Reflection & Best Practices: Using Web 2.0 Networking & Communication Tools in Hospitality. I-CHRIE 2010 Puerto Rico Annual Convention, July 2010.

Markham, S. & Wuest, L. How to use Wiki's. Summer Institute by CELT. Mount Ida College, May 2010.

Markham, S. & Wuest, L. How to use Blog's. Summer Institute by CELT. Mount Ida College, May 2010.

Markham, S. & Wuest, L. Reflective & Best Practices Using Web 2.0 Tools in Hospitality. CELT. Mount Ida College, April 2010.

Markham, S. & Cribby, W. Networking, Etiquette, & Alcohol Awareness. Etiquette Dinner. Mount Ida College, March 2010.

Markham, S. & Dombrowski, P.J. Welcome and Thank You Etiquette. Etiquette Dinner. Mount Ida College, March 2010.

Markham, S. & Dombrowski, P.J. Table Host Training. Etiquette Dinner. Mount Ida College, March 2010.

Markham, S. & Bagdan, P., Dr. Improve Customer Service through Technology. Massachusetts Restaurant Association: New England Food Show. Annual Conference at Boston Convention & Exposition Center, March 2010.

Markham, S. & Wuest, L. Reflective & Best Practices Using Web 2.0 Tools in Hospitality. New Hospitality Program. Nichols College, February 2010.

Markham, S., DeVea, S., & Matteson, C. (College President). Civility in American Discourse, Where did it go? How do we get back? Presidents Forum. Mount Ida College, February 2010.

Markham, S. Etiquette and Networking. Etiquette Dinner. Mount Ida College, November 2009.

Markham, S. & other Mount Ida Faculty. Report Out from NEFDC Fall 2009 Conference. Mount Ida College, November 2009.

Markham, S. & Troy, M. Report Out: Fairfield University. Center for Education and Learning Techniques. Mount Ida College, October 2009.

Markham, S. Customer Service Training. Residential Assistant Leader Training Session. Mount Ida College, August 2009.

Markham, S. Customer Service Training. Residential Assistant Leader Training Session. Mount Ida College, July 2009.

Markham, S. & Wuest, L. Reflective & Best Practices Using Web 2.0 Tools in Hospitality. Training Tips Presentation: NEFDC Spring Conference, November 2009.

Markham, S. & Jacques, J., Lippincott, M., and Wuest, L. Reflection & Engagement Using Web 2.0 Tools. Session: NEFDC Fall Conference, May 2009.

Markham, S. Etiquette and Manners. Etiquette Dinner. Sheraton Needham, November 2008.

PRESENTATIONS IN DEVELOPMENT

Bagnera, S., & Forney, J. (2021). Hospitality labor: Strategies for handling new legislature in the classroom. In *ICHRIE 2021 Annual Conference*. Washington, DC.

(This was a proposal accepted for the canceled 2020 Phoenix, AZ and 2021 canceled Washington DC conferences).

Bagnera, S., Bagdan, P., Rubin, G., Hernandez, A., & Cipriano, J. The Importance of Attributes in Restaurant Rating Systems. An Application Proposal for the Society for Hospitality and Foodservice Management Foundation's Hospitality and Foodservice Enhancement Research Program. 2017. *(While this proposal was declined from acceptance into this grant, the researchers are seeking the best source to publish this research).*

Markham-Bagnera, S. Online coupons & discount deals – Are they the *dough-nut* to build customer loyalty? Educational Seminar.

MEDIA INTERVIEWS

Hageloh, Michael. (3 March 2023). Dr. Suzanne Bagnera, Director of the Hospitality Institute at Indian River State College. RiverTalk Radio. <https://www.wqcs.org/rivertalk-at-indian-river-state-college/2023-03-03/dr-suzanne-bagnera-director-of-the-hospitality-institute-at-indian-river-state-college>

MEDIA QUOTES

McCann, A. (27 June 2023). 2023's Best & Worst Places for 4th of July Celebrations. WalletHub. <https://wallethub.com/edu/best-4th-of-july-celebrations/4651>

Kiser, D. (7 April 2023). US Cities Most Impacted by Leisure and Hospitality Job Loss and Recovery. <https://www.moneygeek.com/coronavirus/cities-most-hospitality-jobs-impacted-coronavirus/#expert=Suzanne>

Kiernan, J. (18 August 2022). Best American Airlines Credit Card. WalletHub. https://wallethub.com/best-american-airlines-credit-card#expert=Suzanne_Bagnera

McCann, A. (27 June 2022). 2022's Best & Worst Places for 4th of July Celebrations. WalletHub. https://wallethub.com/edu/best-4th-of-july-celebrations/4651#expert=Suzanne_Bagnera

Colarossi, J. (25 September 2020). White Sharks are Here to Stay in New England. *Brink*. <https://www.bu.edu/articles/2020/great-white-sharks-new-england/>

Yuko, E. (29 July 2020). 12 Things You Shouldn't Do at Reopened Hotels. *Reader's Digest*. <https://www.rd.com/list/things-you-shouldnt-do-at-reopened-hotels/>

Pappas, J. (28 July 2020). Chase Sapphire Preferred® Card. *Wallet Hub*. <https://wallethub.com/d/chase-sapphire-preferred-382c/#expert=suzanne-markham-bagnera>

Firshein, S. (3 June 2020). The Most Important Word in the Hospitality Industry? 'Clean'. *The New York Times*. <https://www.nytimes.com/2020/06/03/travel/the-most-important-word-in-the-hospitality-industry-clean.html>

Jelski, C. Recent (24 November 2019). OTA rules could topple resort fees before new laws do. *Travel Weekly*. <https://www.travelweekly.com/Travel-News/Hotel-News/Recent-OTA-rules-could-topple-resort-fees-before-new-laws-do>

- Pappas, J. (5 September 2019). Airline Credit Cards. *WalletHub*. https://wallethub.com/credit-cards/airline-miles/#expert=Suzanne_Markham-Bagnera
- McCaffery, J. (25 July 2019). 12 Things You Should Always Do Before You Leave Your Hotel Room. *Reader's Digest*. https://www.rd.com/advice/travel/things-do-before-leave-hotel-room/?fbclid=IwAR0vjB0cMUqgpJ91raOcMZI9S_vC3-8ING6ZcuKAAERAoyF3jjSq05AJExk
- Pappas, J. (25 October 2018). Credit Cards For International Travel: 2018's Best Credit Cards for International Travel. *WalletHub*. https://wallethub.com/credit-cards/international/#expert=Suzanne_Markham_Bagnera
- Kiernan, J. S. & Sanders, J. (5 October 2018). 2018 Winter Travel Survey. *WalletHub*. <https://wallethub.com/blog/winter-travel-survey/54756/#suzannemarkham-bagnera>
- Hacobian, C. (13 August 2018). LIVING TRAVEL The Secrets to Being a Great Hotel Guest—And Having the Best Possible Stay. *TIME*. <http://time.com/5359240/hotel-etiquette-secrets-experts/>
- Komiyama, Y. (2 May 2018). Bay State Underground opens after renovations, new menu provokes range of student reactions. *Daily Free Press*. <https://dailyfreepress.com/blog/2018/09/20/bay-state-underground-opens-after-renovations-new-menu-provokes-range-of-student-reactions/>
- Schaal, D. (26 March 2018). The Death of Priceline's Name Your Own Price Is Likely Drawing Near. *Skift*. <https://skift.com/2018/03/26/the-death-of-priceline-coms-name-your-own-price-is-likely-drawing-near/>
- Reddy, M. (31 January 2018). SHA's Classroom to Classroom program set to expand, connect more students globally. *Daily Free Press*. <http://dailyfreepress.com/2018/01/31/shas-classroom-classroom-program-set-expand-connect-students-globally/>
- Praeder, E. (19 December 2017). Tis the season! 10 great things about working on Christmas. *Hcareers*. <https://www.hcareers.com/article/career-advice/tis-the-season-10-great-things-about-working-on-christmas>
- Praeder, E. (30 November 2017). Tax Reform impacts the Hospitality Industry. *Hcareers*.
- Praeder, E. (30 November 2017). Great Places to Work. *Hcareers*.
- THOMSON REUTERS FOUNDATION. (10 November 2017). U.S. travel site TripAdvisor to show which hotels had sexual attacks. *The Japan Times*. <https://www.japantimes.co.jp/news/2017/11/10/business/tech/u-s-travel-site-tripadvisor-show-hotels-sexual-attacks/#.XiCQ1hdKiqQ>
- Malo, S. (9 November 2017). Giant US online travel site denotes hotels where sexual attacks occurred. *This is Money Wires*. <https://www.thisismoney.co.uk/wires/reuters/article-5067845/Giant-US-online-travel-site-denotes-hotels-sexual-attacks-occurred.html>
- Malo, S. (9 November 2017). Giant U.S. online travel site denotes hotels where sexual attacks occurred. *Reuters*. <https://www.reuters.com/article/us-usa-travel-sexcrimes/giant-u-s-online-travel-site-denotes-hotels-where-sexual-attacks-occurred-idUSKBN1D934N>
- Praeder, E. (7 November 2017). Job description for hotel social media manager. *Hcareers*. <https://www.hcareers.com/article/job-search-tips/job-description-for-hotel-social-media-manager> {Assisted author with sources -Susanna Starrett - and obtaining data for article}.

Prafter, E. (6 October 2017). 8 common problems hotel employees have (and how they fix them). *Hcareers*. <https://www.hcareers.com/article/career-advice/8-common-complaints-from-hotel-employees> {Assisted author by obtaining the following individuals: Jimmy Wright, Kim Dennis, Alyce Brown, John Lipscomb, Amanda Singer}.

Prafter, E. (3 October 2017). The important roles hotels play in natural disasters. *Hcareers*. <https://www.hcareers.com/article/employer-articles/the-important-roles-hotels-play-in-natural-disasters>

Chakrabarti, M. (2 October 2017). Reactions To Las Vegas Shooting, From Security To Social Media. *WBUR* (Radio Boston). <http://www.wbur.org/radioboston/2017/10/02/lv-shooting-rxn>

Ting, D. (27 September 2017). Travel in an Age of Permanxiety: Download the New Magazine. *Skift: Global Forum Magazine*. <https://skift.com/2017/10/03/travel-in-an-age-of-permanxiety-download-the-new-magazine/>

Prafter, E. (14 September 2017). How to land a great hospitality internship. *Hcareers*. https://www.hcareers.com/article/job-search-tips/how-to-land-a-great-hospitality-internship?utm_source=GLOBAL-ENG&utm_medium=SM_TW&utm_campaign=FANS

Prafter, E. (12 September 2017). Best college majors for a career in hospitality. *Hcareers*. https://www.hcareers.com/article/career-advice/best-college-majors-for-a-career-in-hospitality?utm_source=GLOBAL-ENG&utm_medium=SM_TW&utm_campaign=FANS

Prafter, E. (6 September 2017). Must-have personality traits for a successful hospitality career. *Hcareers*. https://www.hcareers.com/article/career-advice/must-have-personality-traits-for-a-successful-hospitality-career?utm_source=GLOBAL-ENG&utm_medium=SM_TW&utm_campaign=FANS

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Prafter, E. (31 July 2017). Kids behaving badly: Tips for handling unruly kids at your hotel. *Hcareers*. https://www.hcareers.com/article/career-advice/kids-behaving-badly-tips-for-handling-unruly-kids-at-your-hotel?utm_source=GLOBAL-ENG&utm_medium=SM_TW&utm_campaign=FANS

Irimia, D. (18 May 2017). Best Travel Credit Cards. *Wallet Hub*. <https://wallethub.com/best-travel-credit-cards/>

Stening, T. (28 October 2016). Diamonds are a Hotel's best friend. *The Boston Guardian*.

Kiernan, J. (31 May 2016). 2016's Best & Worst Cities for Staycations. *Wallet Hub*. <https://www.traveldailynews.com/post/2016s-best-worst-cities-for-staycations-wallethub-study>

MENTIONS IN THE MEDIA

WQCS. (7 July 2022). Bill Solomon, Dean of Workforce Education at Indian River State College. RiverTalk – At Indian River State College. [Guest host Steffany Lemieu and Dean Bill Solomon discuss the hospitality program at IRSC].

Brown, Joel. (21 April 2021). School of Hospitality Administration to Launch Senior Living Concentration for Grad Students. *BU Today*. <https://www.bu.edu/articles/2021/school-of-hospitality-administration-to-launch-senior-living-concentration-for-grad-students/> [Referred to as a mentor for a BU Alumni].

BU Today Staff (18 December 2019). The Holiday without BU Today's Ugly Sweater Contest? Bah, Humbug. *BU Today*. <https://www.bu.edu/articles/2019/the-holidays-without-bu-todays-ugly-sweater-contest-bah-humbug/> [Photo feature for ugly sweater contest].

Brown, Joel. (2019). In Memoriam: SHA's Michael Oshins: Caring, Dedicated, Funny; Father member and father of three loses battle with pancreatic cancer at 59. *BU Today*. <https://www.bu.edu/articles/2019/shas-michael-oshins-caring-dedicated-funny/> [Recognized as Mike's co-teacher, colleague, and friend].

Scott, Cydney. (2018). The Bold and the Not-so-Beautiful. *BU Today*. <https://www.bu.edu/articles/2018/ugly-sweater-contest/> [Photo feature for ugly sweater contest].

Laskowski, Amy. (29 November 2017). Office Artifacts: Suzanne Markham-Bagnera; SHA clinical assistant professor reveals her quirky collections. *Bostonia*. <https://www.bu.edu/bostonia/2017/office-artifacts-suzanne-markham-bagnera/>

Laskowski, Amy. (8 November 2017). Office Artifacts: Suzanne Markham-Bagnera; SHA clinical assistant professor reveals her quirky collections. *BU Today: Office Artifacts*. <https://www.bu.edu/articles/2017/office-artifacts-suzanne-markham-bagnera/>

JOURNAL POSITIONS

- The International Journal of Gaming, Hospitality and Tourism, Peer Reviewer, 2022-Present
- Journal of Hospitality Tourism Insights – Peer Reviewer, 2021 - Present
- International Journal of Tourism Policy, Peer Reviewer, 2021 - Present
- International Hospitality Review, Peer Reviewer, 2018 - Present
- Journal of Hospitality and Tourism Technology, Peer Reviewer, 2013-Present

CONFERENCE REVIEWER

- I-CHRIE –
 - Annual Conference
 - Human Resources Papers, 2021, 2022
 - Lodging Posters, 2013 - 2015
 - Lodging Presentations, 2013 - 2018
 - Conference Symposiums, 2013 - 2021
 - Education Posters, 2015 -2021
 - Food and Beverage, 2020
 - Finance & Accounting Poster, 2020
 - IT Presentations, 2020, 2021, 2022, 2023
 - NENA Regional Conference
 - Posters, 2016, 2017, 2019, 2020
- Asia Pacific Tourism Association (APTA) Annual Conference, 2018 - 2021
- iHITA – Annual Conference, 2013 - 2019
- Bald Eagle and Panda Virtual Conference, 2014
- Hospitality Graduate – Annual Conference, 2015 - 2021
- Graduate Student Research Conference in Business and Economics (GradCon) - 2017

PROFESSIONAL ACADEMIC CERTIFICATIONS

ACUE: The Association of College and University Educators – American Council on Education (ACE), *Certificate in Effective College Instruction*, March 2023.

ACUE: The Association of College and University Educators – American Council on Education (ACE) *Microcredential in Inspiring Inquiry & Lifelong Learning in Your Online Course*, Fall 2022.

Badge Module Certifications:

- Motivating Students Online
- Providing Clear Directions & Explanations in Online Courses
- Integrating Visualization Tools in Online Courses
- Using Data and Feedback to Improve Online Teaching
- Using Advance Questioning in Online Courses
- Developing Self Directed Online Learners

ACUE: The Association of College and University Educators – American Council on Education (ACE) *Microcredential in Designing Student-Centered Courses*, Summer 2022.

Badge Module Certifications:

- Establishing Powerful Learning Outcomes
- Aligning Assessments with Course Outcomes
- Aligning Activities and Assignments with Course Outcomes
- Developing Fair, Consistent, and Transparent Grading Practices
- Developing and Using Rubrics and Checklists
- Preparing an Effective Syllabus

ACUE: The Association of College and University Educators – American Council on Education (ACE) *Microcredential in Promoting Active Learning Online*, Spring 2022.

Badge Module Certifications:

- Developing Effective Modules and Microlectures
- Teaching Powerful Note-Taking Online
- Using Groups to Ensure Active Online Learning
- Using the Active Learning Cycle in Online Courses
- Planning Effective Online Discussion
- Facilitating Engaging Online Discussions

AWARDS

- Industry Recognition Award (as Executive Producer of No Vacancy Live podcast), 2023, ICHRIE
- 30 Most Influential Educators in Hospitality, 2023, International Hospitality Institute (IHI)
- Top 50 Global Social Media Influencers, 2023, International Hospitality Institute (IHI)
- Top 100 Most Powerful People in USA Hospitality, 2022, International Hospitality Institute (IHI)
- 25 Most Influential Educators in Hospitality, 2021, International Hospitality Institute (IHI)
- #1 Podcast in Hospitality, No Vacancy News, 2021, International Hospitality Institute (IHI)
- Top 30 Podcasts in Hospitality, No Vacancy News, 2021, International Hospitality Institute (IHI)
- Lamp of Knowledge Award, Outstanding US Educator, 2016, American Hotel & Lodging Association, Education Institute.
- Graduate Student Scholarship Award, 2013, AHLEI.
- Nancy Johnson Scholarship Award, 2012, AHLEI.
- Ignacio Juaregui Award, 2008-2009. Mount Ida College, Student Government Association.

HOSPITALITY TRAINING / CERTIFICATIONS

- CPR Certified
- First Aid Certified
- Delivering SMART Service Certified – Holiday Inn Express
- Holidex Plus Certified - IHG
- Six Continents Hotels General Manager Certified
- Six Continents Hotels SMART Trainer
- Executive Housekeeper Certified – Holiday Inn
- Cendant Corporation (Super 8) General Manager Certified
- Bass Hotels & Resorts Quality Czar
- Hotel Executive Development Program – Holiday Inn (F.O.O.T.)
- Continuous Service Improvement Plan Trainer – Holiday Inn
- Opening Doors to Persons with Disabilities Trainer – Holiday Inn
- First Concern Trainer & CSIP 2000 Certified – Holiday Inn
- I LEAD Certified Trainer & Hiro: Min / Max Certified-Holiday Inn
- Building a Service Attitude Certified – Holiday Inn
- Holidex: Revenue Management - Back to Basics Certified – Holiday Inn
- INNsppected for Cleanliness Certified – Holiday Inn
- Welcome to the Team Certified Trainer – Holiday Inn
- Sterling School of Spirits Certified

ADDITIONAL SERVICE TO THE FIELD

- *SKILLS USA*
 - Event Manager for Restaurant Competition for the State of Massachusetts, 2012-2021
 - Judge for Restaurant Competition for the State of Massachusetts, 2009 - 2011
- *New England Express Marketing Association*
 - President of NEEMA for 2004
 - Vice President of Communications for NEEMA for 2003
 - Secretary / Treasurer for NEEMA for 2002
- National Transportation Association – Andover, 2004-2006
 - Bike to Week, Celebration Coordinator, Andover; 2004, 2005
- Peabody Chamber of Commerce, 2007
- North of Boston Conventions & Visitor's Bureau, 2007

SELECTED COMMUNITY SERVICE

- Pack #567, Cubs Scouts, Boy Scouts of America, Vero Beach, FL
 - Committee Chair and Popcorn Kernel, 2023 – Present
 - *Key 3 Leader for the organization*
 - *Wrote the pack bylaws*
 - Industry Parent Coordinator, 2021-2023
- Friends of Fourth of July Committee of North Reading
 - Secretary, 2015-2020
 - Fundraising Coordinator, 2015-2018
 - *Coordinator of 1st Annual Food Truck Festival, June 25, 2015; July 2, 2016; 2017*
 - *Coordinator of 1st Restaurant Week, 2017*
- BAM: Busy Active Mothers
 - Founder and Coordinator of North Shore area events for over 40 families, 2015-2023
- Saint Patrick's Parish, Stoneham, MA
 - Extra Ordinary Minister of Holy Communion and of the Word, 2005-2014
 - Lay Ministry Trainer and Schedule Coordinator, 2007-2011

- *Developed the monthly weekend mass schedule for over 100 ministers for 7 masses and all holiday and holy day celebrations*

SERVICE TO THE ACADEMIC COMMUNITY

INDIAN RIVER STATE COLLEGE, Fort Pierce, FL

- Member, Curriculum Committee, 2021-2023
- Representative, Accommodations and Food Service, Career Source, Workforce Readiness Taskforce, 2021-2023
- Representative, Indian River County Tourism Meeting, 2021-2023

BOSTON UNIVERSITY, Boston, MA

- Advisor, SHA Gov, 2018-2020
- Advisor, AH&LA Chapter, 2016-2020
- Advisor, ESD Honor Society, 2017-2019
- BU HUB SHA Ambassador, BU Representative for the new BU HUB General Education Requirements, 2017-2020
- Conference Coordinator, BU Representative for Regional Spring NENA Conference, 2015-2016
- NY Hotel Experience Coordinator, Coordinate the school weekend long field trip to NYC during the AH&LA Hotel Experience Show, 2017-2021

ENDICOTT COLLEGE, Beverly, MA

- Faculty Assembly, Secretary, 2012-2013, 2013-2014
- Task Force Member for Critical Reading & Writing, 2012-2013
- Advisor, AH&LA Chapter, 2012-2015
- Admissions Open House & Accepted Student Day, 2012-2015
- AH&LA Annual Successful Industry Panel, 2013, 2014
- ESD Annual Wine Tasting Event, 2013, 2014

MOUNT IDA COLLEGE, Newton, MA

- Admissions Open House, Decision Day Open House, Accepted Student Day, Student Transfer
- Day & STAR Days Orientation, 2007-2012
- CC101, First Year Seminar Restructure Planning Committee, 2010-2011
- Calendar Committee, 2009 - 2010
- Chair, Election Committee, elected position, 2008-2010
- Chair, Etiquette Dinner Committee, 2009-2012
- College Planning Committee, 2008-2011
- Election Committee, 2010- 2012
- Eta Sigma Delta Chapter, advisor, 2009-2012
- Etiquette Dinner Committee, 2007-2008
- Faculty Representative, Strategic Planning Advisory Group to President, 2011-2012
- Search Committee, Dean of Admissions, Enrollment Management & Marketing, 2010
- Search Committee, History Professor for History Program within Arts & Sciences, 2009
- Student Handbook Task Force, 2011-2012
- Student Success Committee, 2009-2011
- Task Force for Lounge Space, 2011
- Trustee Student Affairs Committee, 2009-2011

