
CURRICULUM VITA

RYAN GIFFEN, PHD, CHE

Current Position

Assistant Professor – College of Health and Human Services
Department of Family, Consumer & Health Sciences
Hospitality Management Program
FCS – 124
California State University
Long Beach, CA 90804

Education

Date	Degree	Institution	Major
2015	PhD	Iowa State University	Hospitality Management
		<i>Dissertation: Organizational culture and personality type: Relationship with person-organization fit and turnover intention</i>	
2006	Certificate	California State University, Long Beach	Human Resources
2006	MA	Biola University	Organizational Leadership
		<i>Applied Research Project: Enhancing internal communication – an impact of guest satisfaction</i>	
2002	BA	Biola University	Social Sciences

Certifications

CoreStrengths, SDI 2.0 (00046303)
Certified Hospitality Educator (CHE)

Academic Positions Held

2020-Present	Assistant Professor Department of Family, Consumer & Health Sciences
2018-2020	Lecturer Department of Family, Consumer & Health Sciences
2017-2019	Instructor Colorado State University, Global Campus Department of Business Management

2014-2017	Assistant Professor Orange Coast College Department of Consumer & Health Sciences
2013-2014	Assistant Professor Johnson & Wales University, Rhode Island College of Hospitality Management
2012-2013	Instructor California State University, Pomona College of Hospitality Management
2007-2013	Instructor Orange Coast College Department of Consumer & Health Sciences
2007-2009	Instructor Cypress College Department of Hotel, Restaurant & Culinary Arts

Operational and Industry Positions Held

2020-Present	Independent Redistricting Commissioner City of Long Beach, CA
2020-Present	Dive Master Professional Association of Diving Instructors
2018-Present	Inospire, Inc. Founder & Chief Human Resources Strategist
2016-2018	Employer Resources Associates Human Resources Consultant
2009-2011	Kimpton Hotels and Restaurants Area Manager, People & Culture (HR)
2006-2009	Preferred Hospitality, Inc. Director of Human Resources
2004-2006	Marriott International Guest Care Manager
2002-2004	Marriott International Sales Manager
2000-2002	Marriott International Front Desk Associate

Teaching

California State University- Long Beach

- Hotel & Lodging Property Management (Online)
- Human Resources in Hospitality Management (Hybrid)
- Hotel & Lodging Management (Hybrid & Online)
- Leadership and Strategic Management in Hospitality (Hybrid & Online)
- Hospitality Marketing and Service Management (Hybrid)
- Leadership and Strategic Management in Hospitality (Summer, Hybrid, 4 weeks)

Colorado State University, Global Campus

- Human Resource Management (Online 8 Weeks)
- Principles of Business Management (Online 8 Weeks)
- The Legal and Ethical Environment of Business (Online 8 Weeks)

Orange Coast College

- Human Resources Management (Traditional 16 weeks)
- Hospitality Travel and Tourism Law (Traditional 16 weeks)
- California Labor Law (Traditional, Online 16 weeks)
- Guest Services (Traditional 8 weeks)
- Hospitality Operations (Traditional 16 weeks)
- Exposition and Trade Show Management (Online 8 weeks)
- Event Fund Raising & Sponsorship (Online 8 weeks)
- Introduction to the Hospitality Industry (Summer, Traditional, 4 weeks)
- Introduction to the Hospitality Industry (Traditional 16 weeks)
- Supervisory Skill Development (Traditional 8 weeks)
- Leadership Development (Traditional 8 weeks)
- Revenue Management (Traditional 16 weeks)
- Sales & Marketing (Traditional 16 weeks)
- Front Office Operations (Traditional, Online 16 weeks)
- Housekeeping & Property Operations (Traditional, Online 16 weeks)
- Sport Event Management (Online 8 weeks)
- Hospitality Accounting (Traditional 16 weeks)
- Current Issues in Hospitality (Traditional 1 day)
- Introduction to Spa Management (Traditional, Online, 8 weeks)
- Spa Services and Treatment (Traditional, online, 8 weeks)
- Spa Retail (Traditional 8 weeks)
- Guest Services (Traditional 8 weeks)

Johnson & Wales University

- Strategic Marketing in Hospitality (Traditional 10 weeks)
- Front Office Operations (Traditional 10 weeks)
- Human Resources Management (Traditional 10 weeks)

California State University- Pomona

- Labor Law in the Hospitality Industry (Traditional 10 weeks)

Cypress College

- Front Office Management (Traditional 16 weeks)

Refereed Journal Articles—Published

- 2017 Schoffstall, D. G., Stokes-Alves, J. D., Monteiro, A., **Giffen, R.** Creating a gender-neutral environment in the hospitality industry through growth and understanding. *Journal of Hospitality & Tourism Cases*, 6(2), 41-52

Peer-reviewed Journal Articles—Accepted for Publication

Cho, S.H., Taylor, S., Taylor, M., **Giffen, R.**, Rock, C., Reiboldt, W. Adapting to the Changing Needs of Family and Consumer Sciences Students: Instructor Perspectives During the COVID-19 Pandemic

Peer-reviewed Journal Articles—In Preparation or Revision

Giffen, R., Arendt, S.W, Brown, E. The relationship between hotel employee personality types, person-organization fit, Organizational Culture, and Turnover Intention. Being prepared for submission to *Journal of Human Resources in Hospitality Management & Tourism*

Juried Scholarly Presentations at Professional Meetings

- 2020 **Giffen, R.**, Taylor, S. *The Relationship Between Person-Organization Fit, Employee Satisfaction, and Turnover Intention Among U.S. Hotel Employees: Assessing the Moderating Effect of Supervisor Support*. Poster at International Council on Hotel, Restaurant, and Institutional Education Conference (Phoenix, AZ). Note: Conference Canceled due to COVID-19. Although accepted, official presentation not given
- 2020 Taylor, S., **Giffen, R.** *Are We Preparing Our Students for All Aspects of the Restaurant Industry?* International Council on Hotel, Restaurant, and Institutional Education Conference (Phoenix, AZ). Note: Conference Canceled due to COVID-19. Although accepted, official presentation not given
- 2013 **Giffen, R.T.**, & Schrier, T. *Hotel millennials expectancy of total compensation*. Poster session at the Eighteenth Annual Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA
- 2013 **Giffen, R.T.**, Schoffstall, D., Bou, J.A., & Tang, T. *Value Created Through Consumer Engagement Using Social Networking: A Case Study of Luxury Boutique Hotels*. Poster session at the Eighteenth Annual Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA

Graduate Faculty Committee Member (Thesis)

<u>Graduated/Current Status</u>	<u>Name of Student</u>	<u>Program</u>
Current, MS	Angela Williams	Gerontology

Other Scholarly Activities

- 2021 Panel Moderator “Diversity and Inclusion in the Hospitality Industry” Western Federation Council on Hotel, Restaurant, and Institutional Education Conference. Online
- 2021 Co-Chair, Scientific Paper Review Committee. International Council on Hotel, Restaurant, and Institutional Education Conference. Online
- 2020-2021 Conference Planning Committee Member. Western Federation Council on Hotel, Restaurant, and Institutional Education Conference Online
- 2020 Paper Reviewer. International Council on Hotel, Restaurant, and Institutional Education Conference. Online (2020)
- 2017 Paper Reviewer. International Council on Hotel, Restaurant, and Institutional Education Conference Baltimore, MD
- 2017 Paper Reviewer. International Hospitality Information Technology Association Conference. Toronto, CAN
- 2016 Paper Reviewer. Western Federation Council on Hotel, Restaurant, and Institutional Education Conference San Diego, CA
- 2016 Paper Reviewer. International Hospitality Information Technology Association Conference. New Orleans, LA
- 2015 Paper Reviewer. International Hospitality Information Technology Association Conference. Austin, TX
- 2014 Paper Reviewer. International Hospitality Information Technology Association Conference. Los Angeles, CA
- 2014 Paper Reviewer. Graduate Education & Graduate Student Research Conference in Hospitality and Tourism Tampa, FL
- 2013 Paper Reviewer. International Hospitality Information Technology Association Conference. Minneapolis, MD

Trade Related Publications

The Corporate Shadow Podcast (Formerly The MOD Report)

- 2021 How to Build and Improve Employee Loyalty
- 2020 Employee Loyalty and Brand Alignment with Skot Waldron
- California Emergency COVID-19 Prevention Regulation

Leadership & Management- What's the Difference?

Developing a Strong Work Ethic

Business Management Tips to Thrive in Today's Market

How to Maintain an ICONIC Mindset During Times of Uncertainty With Calvin Stovall

The Cruise Industry and Travel Agencies Post COVID19 with Trapper Martin of Dream Vacations

Employee Culture Fit & Hotel Revenue Generation Post COVID-19

Avoiding Discrimination- Where is the Diversity & Inclusion Training?

Racial Bias In The Workplace

Dealing With Change – How Stoicism Can Help

How to Engage Your Employees in 5 Easy Steps

Managing Workplace Change & Remote Workers

A Post Coronavirus View of the Hospitality Industry With Giovanni Prada

Select Special Report – COVID19 and the American Workplace Mandated Sick Pay and Wages

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Special Report – Corona Virus Response Act is Law | How to Manage Remote Workers
COVID-19 and Mandatory Benefits for Employees

Entrepreneurship and Women in Hospitality with Laurie Gray, Founder of The Pie Bar

Accountability & Managing Small Businesses in California with Steve Sheldon of Epic Entertainment Group

A Culture Of Trust And What Poor Management Looks Like

A Gen Z Perspective Of Hospitality Education, Is It Worth It? With Amber Michael

2019 Your Organizational Culture Stinks: Let's Fix That!

Why You Are Losing Millennial Guests with Elliot Ammon

Robots Taking Your Jobs with Giovanni Prada

People Serving People-Hospitality is Needed Everywhere

The Recipe to Happiness and Productivity-Passion, Care, and Love

Employee Performance Management-The Easy Way

Employee Turnover and the Toxicity Behind Workplace Cultures

California 2020 Employment Law Predictions. What is Governor Newsom Thinking?

Inospire, Inc. Blog

2021 Leader vs Boss: Main Differences that Can Impact Your Business

How Company Culture Shapes Employee Motivation

How to Set Up a High-Impact Employee Training Program

How to Build and Improve Employee Loyalty in Your Company

2020 5 Leadership Skills Every Manager Should Have

3 Tips on How to Navigate the Workplace

Tips on Developing a Strong Work Ethic

The Importance of Training and Development in The Workplace

5 Ways You Can Promote Equality in The Workplace

Equity Vs. Equality: What's The Difference?

3 Ways to Manage Your Business During Coronavirus

Why Businesses are Struggling with Employee Retention During This Hard Time

Autocratic and Permissive Business Management: Promoting Equality in the Workplace

Reopening Your Business? Here are 3 Tips For a Seamless Reopening

Improving Sales Despite a COVID-19 Related Economic Slump

3 Ways Employee Retention Starts with Equality in the Workplace

Keeping Your Human Resources Department Up With Phased Return to Workplace Plans

What is Employee Engagement?

3 Signs Your Management Staff Need Leadership Training

5 Accountability Techniques to Share With Your Staff

Tips for Building a Culture of Trust in Your Workplace

COVID-19: 5 Tips For Dealing with Change

5 Creative Ways to Stay In Touch With Your Customer Base Through the Coronavirus Pandemic

Turnover Reduction: How to Hold on To Good Employees

Covid-19: 3 Small Business Resources

3 Ways to Promote Women in Leadership Roles In Your Workplace

5 Signs of Poor Management

3 Creative Ways Hospitality Businesses Are Surviving the Current Shutdowns

Covid-19: 3 Small Business Resources

3 Ways to Promote Women in Leadership Roles In Your Workplace

5 Signs of Poor Management

3 Creative Ways Hospitality Businesses Are Surviving the Current Shutdowns

Protecting Your Workplace from Coronavirus

5 Tips for Developing an Employee Engagement Strategy

Managing Employees Who are Working Remotely

What is Performance Development?

Developing an Employee Handbook: What to Include

Three Tips for Improving Employee Relations

5 Company Culture Trends for 2020

Five Things You Should Never do When Firing an Employee

Creating a Learning Culture in Your Workplace

Five Tips for Dealing with Change

How to Successfully Handle Disciplinary Action with Your Employees

- Choosing the Right Performance Management System
- Employee Engagement: Keeping Your Employees Passionate
- Five Conflict Resolution Tips Every HR Department Should Know
- The Benefits of Leadership Training for Your
- Improving Employee Accountability in the Workplace
- 2019 Human Capital: Why Your Business Needs It
- Five Things Every Human Resources Manager Should Know
- Establishing Core Values for Your Business
- Ensuring Diversity in Your Workplace
- The Importance of Good Customer Service in Retail
- How Airline Companies Are Improving Their Image Through Better Customer Service
- Employee Retention: How to Keep Key Staff
- Client Care: When to Call Versus When to Email
- Dealing with Chronic Absenteeism in Your Workplace
- 5 Tips for Dealing with a Disgruntled Employee
- Preventing Employee Turnover in Your Hotel
- Age Discrimination: What You Need to Know
- Creating a Fun Company Culture
- Running a Successful Guest Services Desk
- 3 Reasons Restaurant Jobs Have High Turnover
- Preventing Workplace Bullying
- 2018 How to Avoid an \$11M Age Discrimination Lawsuit
- Abusive Supervisor? Time to Document Them Out!
- Internal Customer Email Etiquette-10 Recommendations
- Why Should I Invest in a Human Resources Department?

Employee Training and Turnover: A Correlation?

The Case for Leadership in Organizations Today: Can it be Taught?

Anaheim/Orange County Hotel & Lodging Association Newsletter

- 2015 Employee Turnover Intention in Southern California Hotels
- 2014 Hotel Culture, Personality Types, Person-Organization Fit and Turnover Intention
A Call for Research: Why Employees Intend to Quit
- 2013 Hotel Employee Training, Turnover, and Its Implications
Hotel Millennials Compensation-What Do They Want?
- 2012 Have a Nice Conflict-A Book Review
Hospitality and Academia Alliance: Issue for concern?
Can Leadership be Taught?
Strike a Work-Life Balance with the Millennial Generation
- 2011 Equipping the Millennials for Yesterday's Management

Industry Presentations and Speaking Engagements

- 2020 Guest on the No Vacancy Live Show and Podcast with Glenn Hausman and Anthony Melchiorri. *Revamping hospitality human resources and leadership.*
- 2020 Guest on LA Talk Radio with On Air with Russell of Hotels. *Hospitality human resources and Hospitality Education Post COVID.*
- 2019 Presenter for BBSI – Long Beach, California. *Leadership Feedback and Accountability*
- 2019 Facilitator for DoubleTree by Hilton Hotel Management Team—Carson, California Strength Deployment Inventory. *Communication enhancement and conflict resolution*
- 2018 Commencement Speaker at Rivercrest Preparatory High School—Jurupa Valley, California
Stay True to You: Persevere and Never Give Up
- 2017 Facilitator for Mark Beamish Waterproofing Executive Committee—Irvine, California Strength Deployment Inventory. *Communication enhancement and conflict resolution*
- 2016 Hospitality Educator Panelist at the Anaheim/Orange County Hotel & Lodging Association meeting in Anaheim, California
- 2016 Facilitator for Hilton Hotel Executive Committee—Del Mar, California Strength Deployment Inventory. *Communication enhancement and conflict resolution*

- 2014 Keynote speaker at the Anaheim/Orange County Hotel & Lodging Association meeting in Anaheim, California. *Dr. Giffen's research findings of employee turnover intention in Southern California hotels*
- 2012 Keynote speaker at the Anaheim/Orange County Hotel & Lodging Association meeting in Anaheim, California. *Hotel Culture & Employee Personality Types: The Relationship with Person-Organization Fit and Turnover Intention*
- 2013 Presenter at California State University career month—Pomona, California. *Hiring managers utilizing social media in their recruiting efforts*
- 2012 Presenter at California State University for Dr. Greg Max, Human Resources course—Pomona, California. *Social media recruiting and resume development*
- 2012 Keynote speaker at the Anaheim/Orange County Hotel & Lodging Association meeting in Anaheim, California. *Communication Awareness in Hospitality*
- 2012 Workshop at California State University, all campus students invited—Pomona, California. *Social media and landing the job*
- 2012 Presenter at California State University for National Society of Minorities in Hospitality—Pomona, California. *Hiring managers utilizing social media in their recruiting efforts*
- 2011 Keynote speaker at the Anaheim/Orange County Hotel & Lodging Association meeting in Anaheim, California. *Managing multiple generations in the hotel industry*
- 2011 Presenter at California State University career center—Pomona, California. *Hiring managers utilizing social media in their recruiting efforts*
- 2011 Presenter at United Education Institute (UEI) Quarterly Regional Meeting Pomona, California. *Motivating and engaging vocational students in the college classroom*
- 2011 Presenter on behalf of Pearson Publishing at the International Education Corporation (IEC) seminar in Irvine, California. Included all program directors from nationwide campuses. *Leadership v. Management—Its necessity to enhance employee performance*
- 2008 Keynote speaker at the Anaheim/Orange County Hotel & Lodging Association meeting in Anaheim, California. *Education equipping the millennials for yesterday's management*
- 2008 Facilitator for the Embassy Suites—Santa Ana, California. *Strength Deployment Inventory Communication enhancement and conflict resolution*
- 2008 Presenter at Orange Coast College for an open invite to all students—Costa Mesa, California *Tips from the "HR Guy" Interviewing and Resumes*
- 2007 Presenter at Orange Coast College for an open invite to all students—Costa Mesa, California *The Selection process through Interviewing—What recruiters look for*

National, University, Department, Program, and Public Service

National Service

- 2020-Present International Council on Hotel, Restaurant, and Institutional Education (ICHRIE)
Membership Services – Committee Member
- 2020-Present West Federation Council on Hotel, Restaurant, and Institutional Education (WFCHRIE)
Director of Membership Services & Board of Directors
- 2020-Present West Federation Council on Hotel, Restaurant, and Institutional Education (WFCHRIE)
Conference Planning – Committee Member

University Service

- 2019 California State University, Long Beach-Commencement Faculty Marshall
- 2013-14 Johnson & Wales University-Competency Based Learning Committee
- 2013-14 Johnson & Wales University-Cultural Diversity Outcomes Committee
- 2016-17 Orange Coast College-College Council Committee
- 2014-17 Orange Coast College-Facilities Committee
- 2016 Orange Coast College-Hiring Committee Member, Dean of Enrollment Services
- 2016 Orange Coast College-Hiring Committee Member, Faculty FSM

Department Service

- 2014 Johnson & Wales University-Department Website Blogger
- 2015 Regional Hospitality Advisory Board, Vital Link (Tustin, CA)

Program Service

- 2020-Present California State University, Long Beach- Hospitality Management Association Club
Co-Advisor
- 2019-Present California State University, Long Beach- Hospitality Management Advisory Board
- 2019-Present California State University, Long Beach- Hospitality Management Secretary
- 2016-17 Orange Coast College-Founder and Advisor, Hospitality, Travel & Tourism Club
- 2007-13 Orange Coast College-Advisory Board
- 2007-13 Orange Coast College- Scholarship Presenter at Honors Night

- 2015 College Career Night (Newport-Mesa School District)
- 2015 Orange Coast College-Student Equity Workshop Participant
- 2015 College Career Night (Orange Unified School District)
- 2015-16 Orange Coast College-Advisory Board
- 2015-16 Orange Coast College-Scholarship Presenter at Honors Night
- 2009-10 Orange Coast College Faculty/Counselor Externship Participant

Public Service

- 2019-Present Dive Against Debris Diver — Project AWARE
- 2018-2019 Board Advisor – AdvisoryCloud
- 2016-2019 Secretary & Treasurer — Falcon Manor Homeowners Association
- 2015/2016 Career Mentor — Los Alamitos High School
- 2009-12/2014 Working Wardrobes — College/Department Advocacy

Professional Development & Conference Attendance

- 2021 Conference - West Federation Council on Hotel, Restaurant, and Institutional Education (Online)
- 2020 DISC Training (Conflict) by FCS Faculty (Nancy Dayne and Peter Kreysa)
- 2020 DISC Training (Trust) by FCS Faculty (Nancy Dayne and Peter Kreysa)
- 2020 Webinar - Amplifying Engagement: Energizing Students in Large Online Classrooms with Professor Ted Ladd of Harvard Business School
- 2020 Conference - California Lodging Investment
- 2019 Conference - From Day One: HR, Diversity & Inclusion, Corporate Citizenship Los Angeles, CA
- 2019 Conference - How I Built This Summit, National Public Radio. San Francisco, CA
- 2019 Conference - 8th Annual Employment Law Conference. Anaheim, CA
- 2019 Conference - International Council on Hotel, Restaurant, and Institutional Education. New Orleans, LA

- 2018 Seminar - California and Federal Employment Law 2019 by Fisher & Phillip
Los Angeles, CA
- 2018 Conference - International Council on Hotel, Restaurant, and Institutional
Education. Palm Springs, CA
- 2018 Conference - California Human Resource Conference, Professionals in Human
Resources Association. Long Beach, CA
- 2018 Harassment Prevention Seminar and Certification by Fisher & Phillips
Long Beach, CA
- 2015 Conference - International Council on Hotel, Restaurant, and Institutional
Education. Orlando, FL
- 2013 Conference - Graduate Student Research Conference in Hospitality and Tourism.
Seattle, WA
- 2011 Conference -International Council on Hotel, Restaurant, and Institutional
Education. Denver, CO

Professional Memberships

- 2020-Present American Hotel Lodging Association
- 2020-Present California Lodging Industry Association
- 2020-Present West Federation International Council on Hotel, Restaurant, and Institutional
Education
- 2016-Present Professionals in Human Resources Association (PIRHA)
- 2011-Present International Council on Hotel, Restaurant, and Institutional Education
- 2017-20 California Chamber of Commerce
- 2006-20 Society of Human Resources Management
- 2018-20 Long Beach, CA Chamber of Commerce
- 2010-20 Anaheim/Orange County Hotel & Lodging Association
- 2012-20 International Hospitality Information Technology Association
- 2006-20 Cypress College Advisory Board