

Dr. Jungsun (Sunny) Kim received her Ph.D. in Hospitality Administration from the University of Nevada, Las Vegas (UNLV). She received her M.S. in Hotel Administration also from UNLV and a B.S. in Hotel and Tourism Management from Kyunghee University, Korea. Dr. Kim worked in the area of operations for restaurants in Australia and hotels in Korea, and the Information Technology (IT) department in U.S. casino hotels. She is an active member of Hospitality Financial and Technology Professionals (HFTP) and the American Hotel and Lodging Association (AH&LA), serving on the Technology Committee of AH&LA and the Hospitality Technology Advisory Board. She currently serves on the faculty at UNLV and has taught computer applications and hospitality managerial accounting courses. She also served on the faculty of Texas Tech University's Nutrition, Hospitality, & Retailing Department, teaching hospitality marketing and finance courses. In terms of scholarly endeavors, Dr. Kim has worked extensively on the development of theoretical models to better understand the customer behavior toward new technologies such as biometrics, social media, self-service, green, mobile, and wireless technologies. Dr. Kim has published articles in *Journal of Hospitality & Tourism Research (JHTR)*, *International Journal of Contemporary Hospitality Management (JHCHM)*, *Journal of Hospitality Marketing & Management (JHMM)*, *Journal of Travel & Tourism Marketing (JTTM)*, *Journal of Hospitality & Tourism Technology (JHTT)*, *UNLV Gaming Research & Review Journal*, *Journal of Hospitality Leisure & Marketing (JHLM)*, and *Korean Journal of Hospitality Administration (KJHA)*.

Publications

(1) Journal Articles, Academic Journals

- 1) Repetti, T. & **Kim, J.** (Accepted in Press). Weathering the storm: A case study of Wynn resorts' financial performance during the economic downturn. *Journal of Hospitality & Tourism Cases*.
- 2) **Kim, J.**, Christodoulidou, N., & Choo, Y. (Accepted, in press). Factors influencing customer acceptance of kiosks at quick service restaurants, *Journal of Hospitality & Tourism Technology*, 4(1).
- 3) **Kim, J.**, Farrish, J., Schrier, T., & Brewer, P. (Accepted, in press). Hotel information system security: Do hoteliers understand the risks? *International Journal of Hospitality & Tourism Administration (IJHTA)*, 14(3).
- 4) **Kim, J.**, Christodoulidou, N., & Brewer, P. (2012). Impact of individual differences & consumers' readiness on likelihood of using self-service technologies at hospitality settings. *Journal of Hospitality and Tourism Research*, 36(1)85-114.
- 5) **Kim, J.**, & Kizildag, M. (2011). M-learning: Next generation hotel training system. *Journal of Hospitality & Tourism Technology*, 2(1), 6-33.
- 6) **Kim, J.**, Erdem, M., Byun, J., & Jung, H. (2011). Training Soft Skills via E-learning: International Chain Hotels. *International Journal of Contemporary Hospitality Management*, 23(6), 739-763.
- 7) Han, H., Na, A. S., & **Kim, J.** (2010). Investigating the relationship between Servicescape and Sports Attendance. *Journal of Korea Navigation Institute*, 14(6), 890-900.
- 8) **Kim, J.**, & Hardin, A. (2010). The impact of virtual worlds on word-of-mouth: Improving social networking and servicescape in the hospitality industry. *Journal of Hospitality Marketing & Management*, 19(7), 735-753.
- 9) Rowe, T., & **Kim, J.** (2010). Analyzing the Relationship between Systematic Risk and Financial Variables in the Casino Industry. *UNLV Gaming Research & Review Journal*, 14(2), 47-58.
- 10) **Kim, J.**, Bernhard, B., & Jang, D. (2009). Global "Seat Belts" for problem gamblers? Intersections of culture, technology, and responsible Gambling. *Journal of Travel & Tourism Marketing*, 26(4), 348-354.

- 11) Bernhard, B., Lucas, A. F., Jang, D., & **Kim, J.**, (2008). Responsible gaming device research report. *UNLV Gaming Research & Review Journal*, 12(1-2).
- 12) **Kim, J.**, Brewer, P., & Bernhard, B. (2008). Hotel customer perceptions of biometric door locks: Convenience and security factors. *Journal of Hospitality Leisure & Marketing*, 17(1-2), 162-183.
- 13) Youn, H., **Kim, J.**, & Byun, J. (2007). The effects of demographic factors on gambling motivation: A conceptual study of American and Korean gamblers. *Korean Journal of Hospitality Administration*, 17(5), 1-13.
- 14) Park, S., **Kim, J.**, & Byun, J. (2007). Customer management in Internet travel wholesaler using Internet. *Korean Journal of Hospitality Administration*, 16(1), 217-232.
- 15) **Kim, J.**, Byun, J., & Park, S. (2006). Biometrics: Issues and applications in the hospitality industry. *Korean Journal of Hospitality Administration*, 15(1), 19-34.
- 16) Byun, J., **Kim, J.**, & Park, S. (2006). Impact of global economic trend, exchange rate, and seasonality on international tourist arrival in Jeju Island, Korea. *Korean Journal of Hospitality Administration*, 15(2), 361-375.
- 17) Byun, J., **Kim, J.**, & Park, S. (2005). New approaches to understand customers' emotional responses and hotel servicescape. *Korean Journal of Hospitality Administration*, 14(3), 63-76.

(2) Conference Proceedings

- 1) **Kim, J.**, Fowler, D., & Connolly, D. (2012). An Exploratory Pilot Study to Understand the Sustainability Movement in the Hotel Industry. *Big Island, Hawaii: The 41st Annual Meeting of Western Decision Science Institute (WDSI)*.
- 2) Dimitriou, C., Blum, S., Adams, C., & **Kim, J.** (2011). The impact of a hotel's business ethics on employee job satisfaction and organizational commitment. *Denver, Colorado: The International Council on Hospitality Restaurant and Institutional Education (ICHRIE) Annual Conference*.
- 3) Choi, H., **Kim, J.**, & Jo, J. (2011). An advanced e-learning system using web services. *Jeju, South Korea: The 3rd International Conference on Computer Science and its Applications*.
- 4) **Kim, J.**, Christodoulidou, N., Brewer, P., & Choo, Y. (2011). Likelihood of using kiosks at quick service restaurants: Influence of customer readiness, experience, and gender (Vol. 18, pp. 54-75). *Austin, Texas: The International Hospitality Information Technology Association (IHITA) Annual Conference*.
- 5) Jeon, Y., & **Kim, J.** (2011). An application of SWOT-AHP to develop a strategic planning for a tourist destination (Vol. 16). *Houston, Texas: The 16th Annual Graduate Student Research Conference in Hospitality & Tourism*.
- 6) Choo, Y., & **Kim, J.** (2010). Factors Influencing Contract School Foodservice Managers' Performance. *San Juan, Puerto Rico: The Annual ICHRIE Conference*.
- 7) **Kim, J.**, & Kizildag, M. (2010). Effective ways to use mobile devices for hotel employee training (Vol. 17, pp. 77-110). *Orlando, Florida: The International Hospitality Information Technology Association (IHITA) Annual Conference*.

- 8) Repetti, T., & **Kim, J.** (2010). Analyzing the Relationship between Systematic Risk and Financial Variables in the Casino Industry (Vol. 15th). *Washington, D.C: The 15th Annual Graduate Student Research Conference in Hospitality & Tourism.*
- 9) Repetti, T., & **Kim, J.** (2009). Adjustment of profitability, liquidity and solvency ratios during the economic downturn (2006-2008). *Canberra, Australia: The 19th National Association for Gambling Studies Annual Conference.*
- 10) **Kim, J.**, Christodoulidou, N., & Brewer, P. (2009). Impacts of Individual differences and consumers' readiness on likelihood of using self-service technologies at hospitality settings. *Helsinki, Finland: The European Council on Hotel, Restaurant & Institutional Education (EuroCHRIE) Annual Conference.*
- 11) Farrish, J., **Kim, J.**, & Brewer, P. (2009). *The relationships between a hotel property's characteristics and its five-year IT goals* (pp. 88-110). *Anaheim, CA: The Hospitality Information Technology Association (HITA) Annual Conference.*
- 12) **Kim, J.**, Farrish, J., Schrier, T., & Brewer, P. (2009). Where hoteliers are and where they are heading: Self-service, wireless, green, and security technologies. *Las Vegas, NV: The 14th Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism.*
- 13) **Kim, J.**, Brewer, P., & Bernhard, B. (2009). Convenience, security, privacy, usefulness, social influence & gender: Their roles in the acceptance of innovative technology. *Las Vegas, NV: The 14th Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism.*
- 14) Schrier, T., **Kim, J.**, Farrish, J., & Brewer, P. (2008). Hoteliers' expectations and Utilization of technology. *Orlando, FL: The Hospitality Information Technology Association (HITA) Annual Conference.*
- 15) Schrier, T., **Kim, J.**, & Brewer, P. (2008). A Management perspective of wireless applications in hotels. *Orlando, Florida: The 13th Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism.*
- 16) **Kim, J.**, & Erdem, M. (2008). The effectiveness of on-line training for learning soft-skills in lodging operations. *Las Vegas, Nevada: Harrah's International Hospitality & Convention Summit.*
- 17) **Kim, J.**, & Brewer, P. (2007). Biometrics in the hotel industry: Issues that impact customers' acceptance. *Houston, Texas: The 12th Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism.* pp 381-393.

(3) Referred Conference Presentations

- 1) **Kim, J.**, & Connolly, D. (2012). Employee-driven mobile applications in the hospitality industry. *Las Vegas, NV: Western Federation CHRIE 2012 Regional Conference.*

(4) Research Reports

- 1) **Kim, J.**, & Connolly D. (2012). Customer engagement technology study 2012. *Hospitality Technology Magazine.* Available at <http://hospitalitytechnology.edgl.com/reports/2012-Customer-Engagement-Technology-Study81485>
- 2) **Kim, J.**, & Fowler, D. (2010). Current and future sustainability practices (pp. 18). *Host Hotels & Resorts.*

- 3) **Kim, J.**, Blum, S. & Jeon, Y. (2010). Mobile technology to reduce cost and increase productivity. (pp. 20). *Host Hotels & Resorts*.
- 4) Haley, M. G., **Kim, J.** (2009). A primer: Principles of privacy (2nd Edition ed., pp. 43). *Washington, D.C: American Hotel & Lodging Association (AH&LA)*. Available at www.ahla.com
- 5) Brewer, P., **Kim, J.**, Schrier, T., & Farrish, J. (2008). Current and future technology in the hotel industry. *Washington, D.C: American Hotel & Lodging Association (AH&LA)*. Available at www.ahla.com

(5) Book Chapters

- 1) Choi, H., **Kim, J.**, Jo, J. (2012). An advanced e-learning system using web services. In J. Park, H. Chao, S. Mohammad., J. Kim (Eds.), *Computer Science and Convergence* (pp. 607-612). New York: Springer.

(6) Industry Magazines

- 1) **Kim, J.**, & Connolly, D. (2012). How IT can go Green, *Hospitality Technology Magazine*. Available at <http://hospitalitytechnology.edgl.com/top-stories/How-IT-Can-Go-Green78245.aspx>

Research Grants

- 1) **Kim, J.**, & Connolly, D. (2012). Customer engagement technology study 2012. A total compensation package of \$7,795 (\$1,500 research grant, \$4,500 in-kind donation, and \$1,795 in the form of complimentary registration) from *Hospitality Technology*.
- 2) **Kim, J.** (2011). Understanding gamblers' superstitious beliefs and gambling behaviors: A cross-cultural study among Chinese, Caucasians, and Koreans. \$4,500 Grant from the *Korea Casino Association*.
- 3) **Kim, J.** (2011). Impact of Chinese and America culture on the relationship among Superstitious belief, Gambling behavior, and Depression. \$5,000 Grant from the College of Human Sciences, *Texas Tech University*.
- 4) **Kim, J.**, & Fowler, D. (2010). Best Green Practices in the Hotel & Retailing Industries. \$5,000 Grant from the College of Human Sciences, *Texas Tech University*.
- 5) **Kim, J.** (2009). Training Soft Skills via E-learning: International Chain Hotels. \$2,500 Grant from the *Kyung Hee University*.
- 6) **Kim, J.** (October 2008). A primer: Principles of Privacy. \$2,500 grant from *American Hotel & Lodging Association (AH&LA)*.
- 7) **Kim, J.**, & Brewer, P. (June 2007). Customer intention to Use biometrics in the hotel industry. \$2,000 grant from the Graduate College, *UNLV*.
- 8) Brewer, P., **Kim, J.**, Schrier, T., & Farrish, J. (November 2007). Current and future technology in the hotel industry. \$5,000 grant from *American Hotel & Lodging Association (AH&LA)*.