

## Selected Publications

- An overview of hotel revenue management research and emerging key patterns in the third millennium. *Journal of Hospitality and Tourism Technology*, 7(3), 300-312.
- Frictionless Hotels: Enabling the Omni-Experience. The 2017 Lodging Technology Study by Hospitality Technology Magazine, Edgell Communications.  
<http://hospitalitytechnology.edgl.com/reports/2017-LODGING-TECHNOLOGY-STUDY---Frictionless-Hotels--Enabling-the-Omni-Experience-108230>
- Development of a food safety belief model for Latino(a) foodservice employees. *Journal of Hospitality & Tourism Research*, 37 (3), 330 – 348.
- Training soft skills via e-learning: international chain hotels. *International Journal of Contemporary Hospitality Management*, 23 (6), 739-764.
- The impact of technology amenities on hotel guest overall satisfaction. *Journal of Quality Assurance in Hospitality and Tourism* 12 (4), 272-288.
- Travel packaging on the Internet: The impact of pricing information and perceived value on consumer choice. *Journal of Travel Research*, 51 (1), 68-80.
- Merging task-technology fit and technology acceptance models to assess guest empowerment technology usage in hotels. *Journal of Hospitality and Tourism Technology*, 1(3), p. 201-217.
- Measuring the impact of human resource management practices on hospitality firms' performance. *International Journal of Hospitality Management*, 25(2), 262-277.