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School of Travel Industry Management
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EDUCATION

Iowa State University, Ames, IA, USA (2015 – 2022)

- Doctor of Philosophy, Hospitality Management (Minor: Statistics)
- Concentration: Foodservice & Restaurant Management, Consumer Behavior, Marketing
- Dissertation Title: Will truth hurt? Consumers' skepticism, attributions, and behavior intentions toward green restaurant advertisements with different stated motives

Michigan State University, East Lansing, MI, USA (2012 – 2014)

- Master of Science, Hospitality Business Management
- Concentration: Hospitality Technology, Consumer Behavior, Marketing

Beijing Hospitality Institute, Beijing, China (2008 – 2012)

- Bachelor of Arts, Hospitality Management
- Academic Certification: École Hôtelière de Lausanne (EHL), Switzerland
- Concentration: Hospitality Marketing

CURRICULUM INSTRUCTIONAL ACTIVITIES

Assistant Professor, School of Travel Industry Management, University of Hawai'i at Mānoa

TIM 605 Hospitality Management (Spring 2023)

TIM 102 Food and World Cultures (Fall 2022)

TIM 303 Management of Service Enterprises (Fall 2022)

Graduate Assistant, Iowa State University

AESHM 510 Lab Instructor: Quantitative Research Methods in Apparel and Hospitality (2019/2021)

HSPM 333 Instructor: Hospitality Operation Cost Control (Fall 2019)

HONORS AND AWARDS

Best Undergraduate Completed Research – 1st Place (2023), “The influence of message framing on restaurant customer’ intention to reduce plate waste: An investigation of gender effect.” Tourism, Hospitality, & Event Conference for Researchers, Educators, Practitioners, and Students (THEREPS), Las Vegas, Nevada, April 14-15.

Professor of the Semester for a TIM Core Course (Fall 2022), Shidler College of Business,
University of Hawai'i at Mānoa.

Research Excellence Award (2022), Iowa State University, Ames, Iowa.

Best Paper Award Nomination (2021), "Don't show off past achievements, it will hurt:
Investigating the effect of advertising message on consumers' intention to reduce food waste in
Restaurants." Asia Pacific Tourism Association Annual Conference (APTA), Virtual Conference,
June 30-July 2.

Best Paper Award Nomination (2021), "Truth well-told: Consumer persuasion knowledge toward
honesty in restaurant green advertising." The 26th Annual Graduate Education & Graduate
Student Research Conference in Hospitality & Tourism (Graduate Conference), Virtual
Conference, January 8-9.

Best Paper Award (2019), "Promoting restaurant customers' intention to participate in plate waste
reduction practices using advertising message framing." Tourism, Hospitality, & Event
Conference for Researchers, Educators, Practitioners, and Students (THEREPS), Las Vegas,
Nevada, April 12-13.

SCHOLARSHIP

REFEREED JOURNAL ARTICLE—PUBLISHED/IN PRESS

Xu, Y., Smita, S., Olson, E.D., & Jeong, E. (2022). Consumers' perceived effectiveness of
COVID-19 mitigation strategies in restaurants: What went well and what could we do better?
International Journal of Hospitality Management, 103, Article 103206.
<https://doi.org/10.1016/j.ijhm.2022.103206>

Rahamat, S., Jeong, E., Arendt, S.W., & **Xu, Y.** (2022). Menu labeling influence on purchase
behaviors: Applying the theory of planned behavior and health consciousness. *Appetite*, 172,
Article 105967. <https://doi.org/10.1016/j.appet.2022.105967>

Xu, Y., & Jeong, E., Jang, S., & Shao, X. (2021). Would you bring home ugly produce?
Motivators and demotivators for ugly food consumption. *Journal of Retailing and Consumer
Services*, 59, Article 102376. <https://doi.org/10.1016/j.jretconser.2020.102376>

Xu, Y., Jeong, E., & Baiomy, A. (2021). Enjoyment, convenience or both? Investigating key
attributes for consumers to use interactive self-service technology in restaurants. *Anatolia*.
Advance online publication. <https://doi.org/10.1080/13032917.2021.1890627>

Zhang, X., **Xu, Y.,** Jeong, E., & Olson, E.D. (2021). Understanding event attendees' intentions to
participate food waste reduction practices: The role of perceived corporate social responsibility
value and perceived usefulness. *Journal of Convention & Event Tourism*. Advance online
publication. <https://doi.org/10.1080/15470148.2021.1949416>

Xu, Y., & Jeong, E., Baiomy, A., & Shao, X. (2020). Investigating onsite restaurant interactive
self-service technology (ORISST) use: Customer expectations and intentions. *International
Journal of Contemporary Hospitality Management*, 32(10), 3335-3360. <https://doi.org/10.1108/IJCHM-02-2020-0157>

Shao, X., Jeong, E., Jang, S., & **Xu, Y.** (2020). Mr. Potato Head fights food waste: The effect of anthropomorphism in promoting ugly food. *International Journal of Hospitality Management*, 89, Article 102521. <https://doi.org/10.1016/j.ijhm.2020.102521>

Xu, Y., & Jeong, E. (2019). The effect of message framings and green practices on customers' attitudes and behavior intentions toward green restaurants. *International Journal of Contemporary Hospitality Management*, 31(6), 2270-2296. <https://doi.org/10.1108/IJCHM-05-2018-0386>

REFEREED JOURNAL ARTICLE—UNDER REVIEW/REVISION

Xu, Y., & Jeong, E. (2023). Making promises is better than showing off: Investigating the effect of restaurant's food waste reduction advertisings on consumer behavior intentions. *Journal of Hospitality and Tourism Research*.

Xu, Y., & Jeong, E. (2023). Will truth hurt? Consumers' skepticism, attributions, and behavior intentions toward green restaurant advertisements with different stated motives. *International Journal of Contemporary Hospitality Management*.

Jeon, S., Lee, S., & **Xu, Y.** (2023). Investigating tourists' mobile technology resistance behavior: An application of innovation resistance theory. *Journal of Quality Assurance in Hospitality & Tourism*.

OTHER PUBLICATIONS INCLUDING TECHNICAL REPORTS AND RESEARCH REPORTS

Mandernach, S., Nutt, E.A., Miklos, M.S., Arendt, S.W., & **Xu, Y.** (2023). Current states of food safety culture and FSMs in food establishments. *Food Safety Magazine*. <https://www.food-safety.com/articles/8477-current-states-of-food-safety-culture-and-fsmss-in-food-establishments>

Arendt, S., & **Xu, Y.** (2022). Industry Best Practices in Food Safety Management Systems. *Association of Food and Drug Officials (AFDO) Retail Collaborative*.

Arendt, S., & **Xu, Y.** (2022). Summary of State Survey Results provided to Association of Food and Drug Officials (AFDO).

WORKING PAPERS

Xu, Y., & Jeong, E. "Waste less, taste more: Investigating motivators and barriers for travelers to consume upcycled food at wineries". (Presented at the Graduate Conference 2022 stand-up presentation)

Xu, Y., Jeong, E. "Promoting upcycled food consumption at wineries: The effect of information and product congruence". (Drafting outline)

Jeong, E., Lee, S., & **Xu, Y.** "Promoting ethical tourism in destination marketing: The role of message framing and perceived empathy". (Drafting outline)

JURIED SCHOLARLY PRESENTATIONS AND PROCEEDINGS AT PROFESSIONAL MEETINGS

- Xu, W., Jeong, E., **Xu, Y.**, Cao, N., & Lee, S. (2023). The influence of message framing on restaurant customer' intention to reduce plate waste: An investigation of gender effect (stand-up presentation). Tourism, Hospitality, and Event Conference for Researchers, Educators, Practitioners, and Students (THEREPS). Las Vegas, NV. April 14-15 (Best Undergraduate Completed Research – 1st Place)
- Xu, Y.**, & Jeong, E. (2022). Don't waste it, taste it: Promoting upcycled food consumption at wineries (stand-up presentation). The 27th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Virtual Conference. January 7-8
- Xu, Y.**, & Jeong, E. (2021). Don't show off past achievements, it will hurt: Investigating the effect of advertising message on consumers' intention to reduce food waste in restaurants (stand-up presentation). Asia Pacific Tourism Association Annual Conference, Virtual Conference. June 30-July 2 (Best Paper Award Nomination)
- Xu, Y.**, Singh, S., Olson, E.D., & Jeong, E. (2021). Restaurant consumers' perceptions of effective COVID-19 mitigation strategies: A scale development (stand-up presentation). The 2021 Annual ICHRIE Summer Conference, Virtual Conference. July 26-30
- Xu, Y.**, & Jeong, E. (2021). Truth well-told: Consumer persuasion knowledge toward honesty in restaurant green advertising (stand-up presentation). The 26th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Virtual Conference. January 8-9 (Best Paper Award Nomination)
- Xu, Y.**, Jeong, E., Jang, S., & Shao, X. (2019). To eat or not to eat? An investigation of current status and factors influencing ugly food consumption in the United States (stand-up presentation). Asia Pacific Tourism Association Annual Conference. Danang, Vietnam. July 1-4
- Shao, X., Jeong, E., Jang, S., & **Xu, Y.** (2019). Mr. Potato Head fights food waste: Investigating the role of anthropomorphism in promoting ugly food (stand-up presentation). Asia Pacific Tourism Association Annual Conference. Danang, Vietnam. July 1-4
- Jeong, E., **Xu, Y.**, & Rajagopal, L. (2019). Promoting restaurant customers' intention to participate in plate waste reduction practices using advertising message framing (stand-up presentation). Tourism, Hospitality, and Event Conference for Researchers, Educators, Practitioners, and Students. Las Vegas, NV. April 12-13 (Best Paper Award)
- Xu, Y.**, Jeong, E., & Baiomy, A. (2019). Understanding customers' interactive self-service technology use in restaurants: An investigation of moderating role of types of restaurants (stand-up presentation). The 24th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. Houston, TX. January 3-5
- Xu, Y.**, & Jeong, E. (2018). Green restaurant advertising: Attribute versus benefit based messages (stand-up presentation). The Central Federation CHRIE Conference. Ames, IA. April 6-7
- Xu, Y.**, Jeong, E. (2018). Consumer persuasion knowledge on green restaurant advertising—The moderating role of stated motives (poster presentation). The 23rd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. Fort Worth, TX. January 3-5

Arendt, S., Rahamat, S., **Xu, Y.**, & Jeong, E. (2018). Are health-conscious consumers using menu labels? A pilot study at one midwestern university (poster presentation). Food and Nutrition Conference and Exposition, Washington, D.C. October 20-23

Xu, Y., Jeong, E. (2017). The effect of attribute versus benefit appeal messages on green restaurant promotion (poster presentation). The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism. Houston, TX. January 5-7

Xu, Y., Kim, S.H. (2016). The motivating impact of hotel online reviews and price on consumer booking intention (stand-up presentation). Asia Pacific Tourism Association Annual Conference, Beijing, China. June 1-4

Xu, Y., Kang, S., & Jeong, E. (2016). The effect of scarcity messages on healthy menu item purchase intention (stand-up presentation). The Central Federation CHRIE Conference. Olathe, KS. April 22-23

SERVICE

INSTITUTIONAL SERVICE

Faculty Advisor, Travel Industry Management Student Association. (Present)
Member of the Search Committee for the Instructor Position in Travel Industry. (2022)
Member of the Research Committee for the School of Travel Industry Management. (2022)

PROFESSIONAL SERVICE

Ad Hoc Reviewer, Journal of Retailing and Consumer Services (JRCS). (2021–Present)
Ad Hoc Reviewer, Journal of Travel & Tourism Marketing (JTTM). (Present)

STUDENT ADVISING

Faculty Mentor, Komaki Kakinuma & Rie Tsuchida (Undergraduate Students), UH Mānoa
Undergraduate Research Opportunities Program (UROP). (Present)
Professional Paper Advisor, Yiyuan Zhang (Master's Student). (Expected Graduation Spring 2025)

PROFESSIONAL CERTIFICATIONS

Certification in Hotel Industry Analytics (CHIA), American Hotel & Lodging Educational Institute, 2023
ServSafe Certification, National Restaurant Association, 2021
Certified Hospitality Educator (CHE), American Hotel & Lodging Educational Institute, 2019
ManageFirst Program Registered Instructor, National Restaurant Association, 2019

INDUSTRY EXPERIENCE

Gourmet Village Restaurant, East Lansing, MI (2014 – 2015)
Restaurant Manager

- Supervised daily operations of multiple positions
- Communicated with owner regarding the operation and suggested potential improvements

ClubMed Resort (Seasonal Ski Resort), Yabuli, China (2010 – 2011)

Restaurant G.O. Trainee, Guest Relation Officer

- Prepared restaurant operations for the grand opening of ski resort
- Worked in restaurants (Italian, Chinese and buffet) to provide and to ensure quality service

BHI Hotel, Beijing, China (2009 – 2010)

Internship

- Worked sequentially in Food & Beverage, Room, and Marketing department
- Familiarized hotel daily operation in different departments

SOFTWARE PROFICIENCY

MS Office: Word, Excel, PowerPoint (Advanced)

SPSS & AMOS (Advanced)

Mplus (Advanced)

R & R Studio (Intermediate)

SAS (Intermediate)