

Jeffrey C. Loli, Ed.D., CHE

2 Chestertown Road • Erial, NJ 08081 • jeffloli@comcast.net • (856) 340-2537

Teaching Related Experience:

Widener University, Chester, PA

Associate Professor, Aug. 2014 to Present

Assistant Professor, Sep. 2011 to July 2014

Instructor, Sep. 2008 to Aug. 2011

Lecturer, Sep. 2003 to Aug. 2008

Adjunct, Jan. 2003 to Aug. 2003

Instruct undergraduate and graduate students in various core and elective courses in the School of Hospitality Management's curriculum. Serve as an academic adviser, thesis advisor as well as the faculty advisor to several student chapters of professional organizations. Participate in university-wide and school related committees. Certified ServSafe Food Safety Instructor and Hospitality Educator.

Gloucester County College, Sewell, NJ

Adjunct Instructor, Sep. 1999 to May 2002

Instructed students in the basics of hospitality management as well as more advanced topics in operations management .

Atlantic Cape Community College, Mays Landing, NJ

Adjunct Instructor, Sep. 1990 to Oct. 1998

Developed distant learning videos in hospitality management. Conducted in-house customer service training programs. Instructed students in the basics of hospitality management as well as more advanced topics in operations management .

Industry Related Experience:

Harrahs & Showboat Hotel Casino, Atlantic City , NJ

Director of Hotel Operations, Mar. 2002 to Aug. 2003

Planned, directed and developed the Front Office, Front Services, Concierge, Housekeeping, Environmental Services, Retail and Health Club areas for 1,626 rooms at Harrahs and 1,309 rooms at Showboat. Developed and supervised a staff consisting of 3 direct report department heads, 6 shift managers, 35 supervisors, and approximately 500 employees. Developed and maintained excellence in service standards. Ensured divisional budgeted and forecasted goals were met. Participated in the company and divisional strategic planning process. Successfully opened a new 452 room hotel tower in May 2002. Maintained good working relationship with local labor union.

Wyndham Philadelphia Hotel, Philadelphia, PA

Director of Rooms, Aug. 2000 to Mar. 2002

Planned, managed and developed the Front Office, Communications, Front Services, Concierge, Guest Recognition, Housekeeping, Security and Reservations areas for a 759 room convention hotel. Developed and supervised a staff consisting of 5 management level positions. Developed and maintained weekly and monthly forecasted rooms' revenue and divisional expenses. Maximized revenue through yield management. Ensured the highest level of guest service was delivered. Ensured that divisional budgeted financial goals as well as company standard operating procedures were met. Coordinated "Hotel Manager on Duty Program". Administered property management system. Involved in making property level decisions as part of the Executive Committee Team. Served on the Wyndham transitional team that converted hotels. Certified company trainer. Maintained good working relationship with local labor union.

Director of Guest Services, Nov. 1999 to Aug. 2000

Directed and developed the Front Office, Communications, Front Services, Concierge and Guest Recognition areas. Developed and supervised a staff consisting of 7 management level positions and approximately 50 employees. Placed high focus on ensuring the highest level of guest service was delivered.

Director of Housekeeping, Oct. 1998 to Nov. 1999

Directed, planned and develop the entire housekeeping and laundry operation. Developed and supervised a staff consisting of 5 management level positions and approximately 150 employees. Insured budgeted goals, guest service index goals, cleanliness standards, and company standard operating procedures were met.

New Horizons Computer Learning Center, King of Prussia, PA

General Manager, Feb. 1994 to May 1998

Directed and developed operations at the Philadelphia area franchise of the world's largest computer training company. Planned, reviewed, and implemented company policies and procedures. Directed the sales, training, operations, accounting and facilities departments. Recruited, hired and trained new management staff. Developed methods to increase revenue and control expenses. Managed growth and expansion of our territory from one location with four classrooms to two locations with twenty-two classrooms.

Sands Hotel Casino, Atlantic City, NJ

Assistant Director, Food and Beverage, Mar. 1992 to Feb. 1994

Directed, planned and developed the following areas of the Food and Beverage Department: Beverage, Beverage Storeroom, Food Court and Buffet Operations, Room Service, Island Club Slot Lounge, Stewarding Operations and Food and Beverage Analyst/Budgeting. Developed and supervised a staff consisting of 40 management level positions and approximately 350 line employees. Developed budgets for all areas and ensured budgeted goals were met. Developed methods to increase revenue. Monitored product costs with corrective steps for problem areas. Created and directed a Sanitation Quality Assurance Program that improved Health Department inspection approval rating from 50% to 90%. Accountable for entire food and beverage operation which also included 4 full service/gourmet operations, banquet operations, cashiering and coffee shop in the absence of the other Assistant Directors and the Director of Food and Beverage. Maintained good working relationship with the local labor union.

Assistant Director Hotel Operations, Jul. 1989 to Mar. 1992

Managed the entire housekeeping operation, which included guest rooms, public area and casino cleaning and linen and supplies. Developed and supervised a staff consisting of 35 management level positions and approximately 275 line employees. Directed the hotel wardrobe, guest and employee fitness centers and guest pool areas as well. Developed budgets for all areas and ensured budgeted goals were met. Created a quality assurance program for guest rooms to improved overall guest satisfaction to 90%. Accountable for entire hotel operation, which also included VIP services, front office/services and valet in the absence of the other Assistant Director of Hotel Operations.

Guest Rooms Manager, Aug. 1988 to Jul. 1989

Managed the guest rooms areas of Housekeeping Department, which included guest room cleaning, linen and supplies and department payroll. Developed and managed 2 assistant managers, 15 supervisors, management interns, and approximately 100 employees. Improved lost and found system to a 90% retrieval rate.

Food Court Manager, Jun. 1987 to Aug. 1988

Managed entire \$3.5 million food court operation. Coordinated and supervised 10 theme food outlets. Developed 2 assistant managers, 6 supervisors and 2 management interns. Accountable for internal controls, training, product quality, guest satisfaction, scheduling and controlling costs. Maintained par stock levels, inventories and sanitation.

Assistant Restaurant Manager, Nov. 1986 to Jun. 1987

Accountable for internal controls, training, product quality, service procedures, guest satisfaction and scheduling. Managed supervisors in development of product and employees. Rotated managing in the full service restaurants, room service area and the food court outlets.

Senior Food and Beverage Operations Analyst , May 1986 to Nov. 1986

Standardized recipes, developed food cost potentials, analyzed menu abstracts to determine product mix. Developed systems to monitor and control labor costs and operating expenses. Developed forecasting systems. Created the \$20 million Food and Beverage Department budget in conjunction with department managers.

Administrative Operations Analyst , Jan. 1985 to May 1986

Developed and implemented productivity improvement projects for selected departments to improve efficiency and cost-effectiveness of operations. Studied functions of departments to determine man-hour requirements for various levels of business volume (time-motion studies). Devised scheduling matrices for department managers.

Education:

Widener University, Chester, PA

**Doctorate of Education in Higher Education Academic Leadership,
December, 2011**

Master of Science, Human Resources, May, 2005

Bachelor of Science, Hotel and Restaurant Management, May, 1986, Cum Laude

Atlantic Cape Community College, Mays Landing, NJ

Associate in Applied Science, Culinary Arts, June, 1984, high distinction

Academic

Honors:

Phi Kappa Phi Honor Society

Beta Gamma Sigma Business Honor Society

Kappa Delta Pi Education Honor Society

Teaching

Assignments:

Undergraduate: Hospitality Freshman Seminar, Introduction to Hospitality Management, Introduction to Food Preparation, Lodging Management, Human Resources Management, Facilities Management, Resort and Timeshare Management, Labor Relations, Special Events Management, and Restaurant Operations Management

Graduate: The Hospitality Environment, Strategic Human Resource Management

Other Teaching**Assignments:**

Freshman Seminars on “Managing Diversity in the Workplace” and “From Backpack to Briefcase: The Hospitality Professional”; ServSafe Certification Course; Service Learning and Writing Enriched Courses; American Hotel and Lodging Association CHI (Certified Hospitality Instructor) Levels I, II, and III for High School, 2004-2012.

Professional**Organizations:**

Council on Hotel, Restaurant and Institutional Education (CHRIE), Member, 2003-Present; North East National Federation (NENA) of CHRIE, 2003-Present, Director of Networking, 2012-2013; Professional Convention Management Association (PCMA), Member 2003-2011; American Hotel and Lodging Association (AHLA), 2010-Present

Professional**Designations:**

Certified Hospitality Educator issued by the American Hotel and Lodging Association
Certified Food Safety Instructor issued by the National Restaurant Association
Educational Foundation

Citizenship:**Advising Responsibilities:**

Undergraduate Student Academic Advisor for Widener University, School of Hospitality Management, 2003-Present; Advisor for Widener University Student Chapter of Professional Convention Management Association 2003-2011 and American Hotel and Lodging Association 2010-Present

University-Wide Service:

Widener University: Library Committee Member, 2004-2012; Academic Affairs Committee Member; 2012-Present; Freshmen Move-in, 2003-Present; Search Committee Member for several positions in Residence Life, 2006; Search Committee Member for Director of the Office of Pedagogical Support 2008-2010; AD HOC Office of Faculty Development Committee Member 2007-2008; Vision 2015 Committee 2008-2010; Admissions and Financial Aid Committee Member, 2008-2011, 2013; Freshman Seminar Task Force Co-Chair, 2010-Present, Web Resources Committee Member, 2011-2012; Academic Service-Learning Advisory Board, 2013; CAAD (Council of Associate Academic Deans) 2013; Student Learning Assessment Committee, 2013; General Education Task Force, 2013; Honors Advisory Board, 2013, Widener University’s Program in Higher Education Advisory Board, 2013.

School Service:

Academic Affairs Committee Member, Widener University School of Hospitality Management, 2005-2006, Chair, 2007-Present; “Widener Day” Recruiting Event, Widener University School of Hospitality Management, 2003–Present; Recording Faculty Secretary, 2005-2008, Thesis Committee Member for several graduate

students, 2005-Present; Thesis Committee Chair for graduate students, 2012-Present; Dissertation Committee Member for School of Education, Innovation and Continuing Studies (SEIC), 2013, Social Media Maintenance, 2013.

Industry Service:

Consultant, Program Evaluation Team Member, and Program Evaluation Team Chair for the Accrediting Commission on Programs in Hospitality Administration (ACPHA), 2005-Present; Commissioner for ACPHA, 2011-Present: Program Reviewer for Hospitality Management Programs at Howard Community College and Burlington Country College, 2012-Present; Advisory Board Member for Philagreen Hospitality Association; 2011-Present; Expert Opinion Consultant for Hospitality Industry Legal Cases for DJS Associates Forensic Consulting, 2010-Present; Curriculum and Course Design for the Culinary Arts and Hospitality Management Programs at Community College of Philadelphia, 2007.

Civic Engagement:

“Widener University Cares” Tutoring Project, Tutor middle and high school students in the Upland-Chester School District, 2004-2007; Widener University Martin Luther King Day of Service, 2004-2011; Ronald McDonald House Charity 2008-Present, City Team Ministries and Salvation Army, 2012-Present.

Scholarly Activity:

Refereed Journal Publications:

Lolli, J.C. (2013). Perceptions of the importance and preparedness of interpersonal communication skills of the entry-level hospitality leader: Implications for hospitality educators. *Journal of Teaching in Travel and Tourism*. Doi: 10.1080/15313220.2013.839302

Lolli, J.C. (2012). Interpersonal communication skills and the young hospitality leader: Are they prepared? *International Journal of Hospitality Management*. Doi:10.1016/j.ijhm.2012.02.010

McCain S.L., Bellino, N. & Lolli, J. (2007). Responsible Gaming: The Current Practices and the Challenges. *The Consortium Journal of Hospitality and Tourism*, 11 (2), 17-26 .

Publications with Contributions or Citations:

Lolli, J. (2013, February). All bets are on: Who will win Philly’s gaming license. *Philadelphia Style Magazine*, 125-129.

Lolli, J. (2012, August 26). As gamblers keep griping, add job lag to Revel Woes. *Philadelphia Inquirer*, p. D1.

Lolli, J. (2010, February 10). Seasonal hiring trends for growing businesses. *Monster.com*.

Lolli, J. (2009, April 3). Harrah's revenue takes a hit. *Delaware County Daily Times*.

Lolli, J. (2006, September 4). Will Casinos be good for Chester? *Delaware County Daily Times*, p. 31.

Papers Presented at Conferences:

Yi-Chun, L., McCain, S.L., Lolli, J. (2013, July). *The relationship between casino corporate responsibility behavior and the casino customers' purchase intention*. Paper presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, St. Louis, MO.

Lolli, J. (2012, August). *Interpersonal communication skills and the entry-level hospitality leader: Perceptions on importance and preparedness*. Paper presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Providence, RI.

Alonso, A, McCain, S.L., Lolli, J, Kozub, K. (2012, August). Determinants of Ethical Behavior: *An Empirical Study of Restaurant Employees Serving Alcoholic Beverages*. Paper presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Providence, RI.

Al Omar, A., Lolli, J., McCain, S., & Dickerson, J. (2011, July). *A Comparison Between Full and Part-Time Lodging Employees on Job Satisfaction, Organizational Commitment, and Job Performance*. Paper presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Denver, CO.

Lolli, J., Dickerson, J. & McCain, S.L. (2007, June). *Students' Perception of the Benefits in Joining a Professional Organization and the Resulting Outcomes: A Gap Analysis*. Paper presented at the annual meeting of APac/CHRIE Conference, Beijing, China.

McCain, S.L., Huang, H.I., Sheely, A., & Lolli, J. (2007, June) *Retirement Resorts: Service Quality and Its Effects on Satisfaction and Word-of-Mouth Behavior*. Paper presented at the annual meeting of APac/CHRIE Conference, Beijing, China.

Posters Presented at Conferences:

Wong, K., McCain, S.L., Lolli, J. (2013, July). *Airline passengers' perception of service recovery cultural differences in perceived justice*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, St. Louis, MO.

Khan, H., McCain, S.L., Lolli, J. (2013, July). *The impact of mass media on destination image and travel intentions of domestic tourists in Pakistan*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, St. Louis, MO.

Filipov, S., McCain, S.L., Lolli, J., Dickerson, J. (2012, August). *Desired Workplace Practices Among Generation X and Y Restaurant Workers*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Providence, RI.

Ti, B., McCain, S.L., Mahoney, J. & Lolli, J. (2010, July). *International Student Satisfaction with the US Hospitality and Tourism Management Program*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Juan, PR.

Rasheed R., Mahoney, J., Lolli, J. & McCain, S.L. (2010, July). *The Rating of Factors by Saudi Arabian High School Students in Choosing a Career and the Relationship of These Factors Being Satisfied Through a Career in Hospitality Management*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Juan, PR.

Kozub, K. & Lolli, J. (2009, July). *The Local Wine Experience: An Exploratory Study of Visitor versus Non-Visitor Attitudes and Perceptions*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Francisco, CA.

McCain, S.L., Lolli, J & Bellino, N. (2006, July). *Responsible Gaming in the Casino Industry*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Washington, DC.

Dickerson, J., McCain, S.L., Lolli, J & Wang, I. (2006, June). *The Academic and Hospitality Industry Partnership in Taiwan: A Gap Analysis*. Poster presented at the annual meeting of APac/CHRIE, Taiwan.

Dickerson, J, McCain, S.L & Lolli, J. (2005, July). *The Academic and Gaming Industry Partnership: A Gap Analysis*. Poster presented at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Las Vegas, NV.

Manuscript Reviews:

Editorial Board Member for Journal of Tourism Research and Hospitality

Manuscript Reviewer for Annual CHRIE Conference, 2011 - Present

Manuscript Reviewer for Journal of Quality Assurance in Hospitality & Tourism, August, 2006. *Determining the Perceptions of Potential Lounge Patrons Utilizing Multi-Dimensional Scaling.*

Symposium Presentations:

Lolli, J. , Donnelly, R. & Bryant, B. (2013, July). *We Want to Seek ACPHA (Accrediting Commission for Programs in Hospitality Administration) Accreditation – The “How To’s” Explained!* Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, St. Louis, MO.

Lolli, J. (2013, February). *Connecting Interpersonally.* Presentation conducted at the North East National Federation (NENA) Professional Development Conference in Atlantic City, NJ.

Lolli, J. & Bagnera, S. (2012, August). *How do Four Generations of Hotel General Managers Lead? A Panel Discussion.* Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Providence, RI.

Lolli, J. & Albano, D. (2012, August). *Facilities Management Case Study Development.* Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Providence, RI.

Lolli, J. & Albano, D. (2011, July). *Exploring Relevant Topics Necessary in Teaching Hospitality Facilities Management Between Industry Practitioners and Faculty: A Gap Analysis .* Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Denver, CO.

“Racing and Gaming: Chasing the Synergies?” Panel Moderator for the 7th Annual PA Gaming Congress and Mid-Atlantic Racing Forum, King of Prussia, PA, (2011, March).

Lolli, J., Taylor, M. (2010, July). *The Reality of Operating Hotels in Paradise: A panel discussion.* Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Juan, PR.

Lolli, J. & Albano, D. (2010, July). *Exploring Relevant Topics Necessary in Teaching Hospitality Facilities Management*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Juan, PR.

Lolli, J. (2010, July). *Effective Implementation and Use of a Simulation Program in a Hospitality Management Course: A Case Study*. Hospitality Facilities Management. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Juan, PR.

“Gaming and Racing: Do They Work Together?” Panel Moderator for the 6th Annual PA Gaming Congress and Mid-Atlantic Racing Forum, King of Prussia, PA, (2010, February).

Lolli, J., Dickerson, J. (2009, July). *Speed Networking: Taking it to the Next Level*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Francisco, CA.

Lolli, J. & Albano, D. (2009, July). *Partnering with Industry: A Pedagogical Necessity When Teaching Facilities Management*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, San Francisco, CA.

“The New Landscape: Marketing Racing and Gaming in a Changing Environment” Panel Moderator for the 5th Annual PA Gaming Congress and Mid-Atlantic Racing Forum, King of Prussia, PA, (2009, February).

Lolli, J., Dickerson, J. & Rappaport, S. (2008, July). *The Gen-Y Approach to Career Development*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Atlanta, GA.

Lolli, J. & Albano, D. (2008, July). *Best Practices in Teaching Facilities Management*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Atlanta, GA.

Lolli, J. & Dickerson, J. (2008, July). *How Can We Better Prepare Future Leaders to Implement Responsible Gaming Practices in Their Operation?* Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Atlanta, GA.

Pandit, R., Lolli, J. & Taylor, M. (2008, July). *Green Hotel: Clean, Green, Profit Machine*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Atlanta, GA.

Panel Moderator for the PA Annual Gaming Congress and Mid-Atlantic Racing Forum, Harrisburg PA, (2008, February).

Albano, D. & Lolli, J. (2007, July). *The Tools you Need to Teach Facilities Management*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Dallas, TX.

Lolli, J & Holt, C. (2007, July). *Using an introductory food preparation course as the basis for providing consistent structure and sequence across three required food courses*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Dallas, TX.

Panel Moderator for the PA Annual Gaming Congress and Mid-Atlantic Racing Forum, Harrisburg PA, (2007, March).

Lolli, J & Albano, D. (2006, July). *Successful Strategies for Creating, Teaching and Assessing Distance Learning in Hospitality Management Courses*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Washington, DC.

Lolli, J & Holt, C. (2006, July). *Begin with the End in Mind Course Development: Backwards Design*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Washington, DC.

Lolli, J (2005, July). *Unique challenges and successful strategies from the front lines for managing Las Vegas casino hotels*. Panel moderator for symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Las Vegas, NV.

Lolli, J. (2005, March). *Food Service Sanitation Kicks it up a Notch*. Symposium conducted at the annual meeting of the American Society for Healthcare Food Service Administrators, King of Prussia, PA

Lolli, J & Albano, D. (2004, July). *Making Teaching Facilities Management Dynamic, Relevant and Fun*. Symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Philadelphia, PA.

Lolli, J (2004, July). *Gaming Operations in the Eastern United States*. Panelist for symposium conducted at the annual meeting of the Council on Hotel, Restaurant and Institutional Education, Philadelphia, PA.

Grants Awarded:

Widener University Faculty Development Grant 2011 – 2013

**Professional
Development:**

International Hotel, Motel and Restaurant Show (IHMRS) in New York, NY,
November 2011, 2012, 2013

International Council on Hotel and Restaurant Educators (ICHRIE) Annual
Conference in St. Louis, MO, July 2013

Smith Travel Research (STR) Train-the-Trainer Hotel Analytics, July 2013

North East National Federation (NENA) Professional Development Conference in
Atlantic City, NJ, February 2013

International Council on Hotel and Restaurant Educators (ICHRIE) Annual
Conference in Providence, RI, August 2012

International Council on Hotel and Restaurant Educators (ICHRIE) Annual
Conference in Denver, CO, July 2011

HR in Hospitality Conference and Expo, Washington, DC, April 2011

Professional Convention Management Association (PCMA) Annual Conference
in Las Vegas, NV, January 2011

Academic Service-Learning Faculty Development Program, Widener University,
August 2011-May 2012.

International Council on Hotel and Restaurant Educators (ICHRIE) Annual
Conference in San Juan, PR, July 2010

International Council on Hotel and Restaurant Educators (ICHRIE) Annual
Conference in San Francisco, CA, July 2009

Professional Convention Management Association (PCMA) Annual Conference
in New Orleans, LA, January 2009

International Council on Hotel and Restaurant Educators (ICHRIE) Annual
Conference in Atlanta, GA, July 2008

International Council on Hotel and Restaurant Educators (ICHRIE) Annual
Conference in Dallas, TX, July 2007

Professional Convention Management Association (PCMA) Annual Conference
in Toronto, January 2007

International Council on Hotel and Restaurant Educators (ICHRIE) Annual Conference in Washington, DC, July 2006

International Council on Hotel and Restaurant Educators (ICHRIE) Annual Conference in Las Vegas, NV, July 2005

Professional Convention Management Association (PCMA) Annual Conference in Hawaii, January 2005

International Council on Hotel and Restaurant Educators (ICHRIE) Annual Conference in Philadelphia, PA, July 2004

Widener University Bridge Week Professional Development, 2004-Present.