

James F. Downey

EDUCATION

Ph.D. in Consumer Sciences and Retailing

Purdue University

Dissertation Title: *Consumer Attitudes Relative to Product and Service Attributes of Fast Food Restaurants.*

M.S. in Home Economics Education

University of Wisconsin-Stout

Thesis Title: *An Investigative Study of Management Theories as Practiced by Hotel and Restaurant Managers.*

B.S. in General Arts and Sciences

The Pennsylvania State University

PROFESSIONAL EXPERIENCE

2002 to Present Associate Dean and Full Professor

College of Hospitality Management

Lynn University, Boca Raton, FL

Responsibilities: Assist the Dean of the College and primarily teach courses on hospitality accounting, lodging development and sports management.

2004-2005 Acting Dean

College of Hospitality Management

Lynn University, Boca Raton, FL

Responsibilities: Acting chief academic administrator for a 300-student, six full-time faculty hospitality college. Primarily teach courses on hospitality accounting, lodging development and sports management.

1994-2002 Associate/Full Professor

College of Hospitality, Tourism and Recreation Management

Lynn University, Boca Raton, FL

Responsibilities: Primarily taught courses on hospitality accounting, lodging development and sports management.

1993-1994 Vice President of Development

Commonwealth Hospitality Management Company

1470 Chancellor Court, Philadelphia, PA

Responsibilities: Analyzed lodging feasibility studies that presented development opportunities for the company.

1992-1994 Business Industry Consultant

IBM Corporation Foodservice Consulting Consortium

Raleigh, NC

Responsibilities: Analyzed the products and services of leading foodservice corporations so as to position them for financial growth and increased market share.

1991-1994 Department Head and Full Professor

Hotel, Restaurant and Institutional Management

Drexel University, Philadelphia, PA

- Responsibilities: Administered a four-year hospitality degree program with four full-time faculty and 125 students.
- 1990-1991 MBA Director and Tenured Full Professor**
 School of Hotel, Restaurant and Tourism Administration
 University of New Haven, West Haven, CT
 Responsibilities: Advised graduate students, reviewed applications and taught graduate courses in lodging development.
- 1987-1991 Dean and Tenured Full Professor**
 School of Hotel, Restaurant and Tourism Administration
 University of New Haven, West Haven, CT
 Responsibilities: Chief academic administrator for the College of HRTA with nine full-time faculty and 275 students.
- 1986 to Present President**
 Keystone Associates (Private business)
 Hospitality Industry Management Consultants
 6553 Jog Palm Drive, Boynton Beach, FL
 Responsibilities: Prepare feasibility and operational studies for lodging facilities.
- 1986-1987 Acting Dean and Tenured Full Professor**
 School of Hotel, Restaurant and Tourism Administration
 University of New Haven, West Haven, CT
 Responsibilities: Served as interim Dean for the School of HRTA.
- 1984-1986 Associate Dean and Tenured Full Professor**
 School of Hotel, Restaurant and Tourism Administration
 University of New Haven, West Haven, CT
 Responsibilities: Assisted the Dean of the School of HRTA. Coordinated faculty professional development, advised students and taught courses on lodging development.
- 1982-1984 Associate Professor**
 School of Business
 Department of Hotel and Restaurant Management, University of New Haven, West Haven,
 CT
 Responsibilities: Taught courses on lodging development.
- 1979-1982 Director (Part-time)**
 Hotel and Restaurant Management Program
 Northeastern University, Boston MA
 Responsibilities: Directed a program in hospitality management through the university's evening college.
- 1979-1982 Management Advisory Services Supervisor**
 Laventhol & Horwath Certified Public Accountants, Boston, MA
 Responsibilities: Supervised and completed market studies with financial projections for major hospitality clients such as Four Seasons, Ritz-Carlton, Hyatt, Westin, Marriott, Hilton, Holiday Inns and Ramada Inns.
- 1977-1979 Assistant Professor**
 Restaurant, Hotel and Institutional Management
 Purdue University, West Lafayette, IN
 Responsibilities: Taught courses on hospitality marketing, systems and operations and food service management.

- 1974-1977 Graduate Instructor**
 Restaurant, Hotel and Institutional Management
 Purdue University, West Lafayette, IN
 Responsibilities: Taught courses on hospitality marketing while completing a doctorate degree.
- 1972-1974 Faculty Assistant**
 Hotel and Restaurant Management
 University of Wisconsin, Menomonie, WI
 Responsibilities: Assisted the Department Chair of Hotel and Restaurant Management with classes he instructed.
- 1970-1972 First Lieutenant**
 Aircraft Pilot and Deputy Missile Combat Crew Commander
 United States Air Force, Wichita, KS
 Responsibilities: Attended undergraduate pilot training and served as a Titan II missile officer.

Refereed Publications

1. Kay, C., Downey, J. Montcarz, E. "Hospitality Teaching Excellence and Quality Assurance: Criteria, Model and Measures." *Journal of Hospitality & Tourism Education*. Fall, 2008.
2. Quintero, S., Downey, J. & DeVeau, L. "Hospitality Teaching Technology for the 21st Century." *University of Central Florida Hospitality Graduate Research Symposium Journal*, January, 2008.
3. Kay, C., Downey, J. DeVeau, L. "Hospitality Industry Internship Competencies," *Hospitality & Tourism Educator*, Fall, 2007.
4. DeVeau, L., Downey, J., & Lin, C. "Guest Perceptions of Service Quality and Customer Loyalty Impacts on Hotels in South Florida, *Washington State University Graduate Research Symposium Journal*, January, 2006.
5. Downey, J., "A Computer Software Approach to Teaching Hospitality Financial Accounting. *The Journal of Hospitality Financial Management*, Volume 13, Fall, 2005.
6. Downey, J. & DeVeau, L. "The Economic and Political Impact of Indian Gaming," *Hospitality & Tourism Educator*, March, 1995.
7. DeVeau, P. & Downey, J. "The Virtual Reality Hotel," *Journal of Hospitality Financial Management*, Fall, 1993.
8. DeVeau, P. & Downey, J. "HMO's and the Lodging Industry," *Journal of Hospitality Financial Management*, Fall, 1993.
9. DeVeau, P. & Downey, J. "Multimedia Applications and the Hospitality Industry," *Journal of Hospitality Financial Management*, Fall, 1992.
10. Downey, J. "Golf Tournament Concession Management," *Cornell H.R.A. Quarterly*, August, 1992.

11. Downey, J. "The Aparthotel: An Investment Alternative," *Cornell H.R.A. Quarterly*, August, 1991.
12. Downey, J. "Faculty Selection Criteria in Hospitality Education," *Hospitality & Tourism Educator*, Fall, 1991.
13. DeVeau, L. & Downey, J. "Corporate Recruiter Survey," *Cornell H.R.A. Quarterly*, November, 1988.
14. DeVeau, L. & Downey, J. "Coordinating the Hospitality Internship," *Cornell H.R.A. Quarterly*, August, 1987.
15. Downey, J. "Cooperative Education and the Hospitality Industry," *Cornell H.R.A. Quarterly*, Spring, 1979.
16. Downey, J. "The Theory of Management as Practiced by Hotel Managers," *Cornell H.R.A. Quarterly*, Fall, 1977.

Trade Magazine and Textbook Chapter Supplements

1. "Site Makes Right," *Resort Trades Management Operations*, Vol. 7, Issue 6, January/February 2009.
2. "Room for Expansion," *Resort Trades Management Operations*, Vol. 7, Issue 5, September/October 2008.
3. "Senior Living Management," *Hospitality and Tourism: An Introduction to the Industry*, Kendall/Hunt, Ninth Edition, 1999-2000. (Chapter supplement)
4. "Consumer Behavior in the Hospitality Industry," *Hospitality and Tourism: An Introduction*, Kendall/Hunt, Sixth Edition, 1995. (Chapter supplement)
5. "Zero-Based Budgeting for Hotels," *The Practice of Hospitality Management*, AVI Publishing, 1982. (Chapter supplement)

Honors, Awards and Promotions

- | | |
|--------------------|--|
| Fall 2004 | Appointed Acting Dean of the College of Hospitality Management |
| Fall 2002 | Appointed Associate Dean for the College of Hospitality Management |
| Spring 1999 | Selected by students at Lynn University as Outstanding Teacher of the Year. |
| Spring 1992 | Appointed as Commissioner for Accrediting Commission for Programs in Hospitality Administration |
| Fall 1991 | From a pool of more than 50 candidates, selected as Department Head of Drexel University's Hotel, Restaurant and Institutional Management Program. |
| Fall 1987 | From a pool of over 100 candidates, selected as Dean of the School of Hotel, Restaurant and Tourism Administration at the University of New Haven, West Haven, CT. |
| Fall 1985 | Granted Tenure at the University of New Haven. |
| Fall 1984 | Promoted to Associate Dean for the School of Hotel, Restaurant and Travel Administration at the University of New Haven, West Haven, CT. |
| Fall 1983 | Received a corporate grant of \$10,000.00 from the Beacon Hospitality Company for marketing research at the University of New Haven. |

Related Professional Activities

- Nov. 2008** Keynote speaker at HSMIAI meeting. "Revenue Management for Hotels" presented at Lynn University, November 20, 2008.
- July 2007** Stand-up research paper presentation at the I-CHRIE conference in Dallas, TX. "Teaching Excellence
QA Process: Model, Criteria and Measures" presented July 28, 2007 at the Hyatt Regency Hotel, Dallas, TX.
- June 2007** Lecture presented to General Managers of Jin Jiang International Hotel Company, Shanghai, China.
Topic: *Understanding and Analyzing Financial Statements for the Lodging Industry*. Presented at the Jian Guo Hotel, June 14, 2007.
- July 2004** Seminar presented to members of the Palm Beach Hotel & Lodging Association. Topic: *Understanding and Analyzing Financial Statements for the Lodging Industry*. Presented at the Embassy Suites Hotel and Conference Center, July 7, 2004.
- August 2003** Stand-up presentation at CHRIE annual conference in Palm Springs, CA. Title of paper presented: "A Computer Software Approach to Teaching Hospitality Financial Accounting."
- May 1998** Project director and presenter for the following workshop: *Training and Refreshing Course in Management and Organization for Leaders in the Hospitality and Tourism Industry of Russia*. Presented in Miami Beach, FL.
- June/July 1994** Workshop presenter for the following United Nations sponsored hospitality seminar: *Hotel Management for Indonesian Lodging Managers*. Presented in Jakarta and Bandung, Indonesia.
- 1995-96** Member of Board of Consulting Editors, *Hospitality & Tourism Educator*.
- 1992-1994** Commissioner, Accrediting Commission for Programs in Hospitality Administration. (ACPHA)
- 1988-89** Chairman, Governor's Tourism Council for the State of Connecticut.
- Spring 1989** Keynote Speaker, Home Economics and Related Occupations (HERO) Convention, Hartford, CT.
- April 1988** Keynote Speaker, Connecticut Hotel/Motel Association annual meeting.
- Fall 1985** Keynote Speaker, International Hotel/Motel and Restaurant Convention, New York, NY.
- Fall 1984** Keynote Speaker, Connecticut Club Managers Association.

COURSES TAUGHT AT LYNN UNIVERSITY

Graduate

- HA 530: Resort Development and Management
HA 555: Hospitality Financial Management
HA 570: Hospitality Human Resource Management and Labor Relations
HA 650: Hospitality Administration Education
HA 660: Independent Study in Hospitality Administration
HA 665: Graduate Project in Hospitality Administration
HA 670: Special Topics in Hospitality Administration

Undergraduate

HA 100: Introduction to Hospitality and Tourism
HA 201: Hospitality Financial Accounting
HA 218: Sports Skills I
HA 311: Management Accounting for the Hospitality Industry
HA 347: Food Service Sanitation
HA 318: Sports Skills II
HA 375: Hospitality Marketing
HA 340: Advanced Golf Skills
HA 385: Tourism Planning and Development
HA 487: Tourism Seminar

CERTIFICATIONS

Certified by the Educational Institute of the American Hotel & Lodging Association having successfully completed the certification course, "**Managerial Accounting for the Hospitality Industry**" with Honors. (Honors are achieved by passing the certified exam with a score of 90 percent or better)

Certified as a ServSafe Instructor awarded by the Educational Foundation of the National Restaurant Association having successfully completed the **ServSafe Food Safety Certification** course. (Instructor status is achieved by passing the certified exam with a score of 90 percent or better)

Certified by the Educational Institute of the American Hotel & Lodging Association having successfully completed the certification course, "**Resort Development and Management.**"

Awarded a Certificate in Advanced Revenue Management from the Hospitality Sales & Marketing Association International at Lynn University having completed the course, "**Revenue Management Simulation.**"

PROFESSIONAL ASSOCIATION MEMBERSHIP

The American Hotel and Lodging Association

International Council on Hotel, Restaurant and Institutional Education

Hospitality Financial & Technology Professionals Association

National Restaurant Association

Palm Beach County Hotel & Lodging Association

United States Golf Association

