Service Quality in Hotel Industry

David Cranage  
Associate Professor  
Hospitality Management  
Email Address: dac2@psu.edu  
Research Interests: Pre-emptive strategies to buffer the effects of service failures, and increase customer loyalty, empowerment, informed choice.

Alan Graefe  
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Research Interests: Recreation use monitoring in the Pacific Northwest (U.S. Forest Service), water-based recreation carrying capacity (U.S. Forest Service & Army Corps of Engineers).

Deborah Kerstetter  
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Research Interests: Heritage-based tourism and eco-tourism issues, decision-making within the context of travel and tourism, older adults & travel.

Anna Mattila  
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Research Interests: Service encounters, service recovery, customer emotions, servicescape.

Duarte Morais  
Associate Professor  
Recreation, Park and Tourism  
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Research Interests: Cruising & communities of consumption, overcoming constraints to participate in outfitted outdoor recreation.

Daniel Mount  
Associate Professor  
Hospitality Management  
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Research Interests: Customer Call Centers: Effects of listening behavior on satisfaction & effects of e-mail response time and problem resolution on satisfaction, non-response bias in internet guest surveys, derivations of traditional importance-performance analysis.

Andrew Mowen  
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Research Interests: Social trust, perceived values, and public attitudes toward park sponsorships and donations, relationships between place attachment, leisure involvement, and stakeholder commitment to an urban park district, family decision-making processes and their implications for park agency promotional efforts.

Karthikeyan Namasivayam  
Assistant Professor  
Hospitality Management  
Email Address: kun1@psu.edu  
Research Interests: Deciphering the dyadic service exchange, trust in service exchanges, fairness in services.

Breffni Noone  
Assistant Professor  
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Research Interests: Revenue management, particularly the effect of revenue management practices on customer satisfaction and approach-avoidance behaviors customer relationship management.

John O'Neill  
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Research Interests: Strategic planning, lodging management, lodging development, and real estate valuation.

Hubert Van Hoof  
Professor and School Director  
Hospitality Management  
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Research Interests: Hospitality management education, hospitality information technology, international education, accounting and cost control, and public policy issues in tourism and recreation.
Harry Zinn

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Research Interests
Environmental values in families of older hunters, cross-regional patterns of outdoor recreation behavior. Behavior, beliefs & attitudes of PA deer hunters, public perceptions of National Forest Management.