

Priyanko Guchait

Associate Professor, Conrad N. Hilton College of Hotel and Restaurant Management
University of Houston
4450 University Drive, Houston, TX 77204.
Tel: (713) 743-2433. e-mail: pguchait@uh.edu

EDUCATION

Ph.D., The Pennsylvania State University, University Park, PA. August 2011

School of Hospitality Management

Focus: Human Resource Management, Organizational Behavior

Minor: Industrial/Organizational Psychology (Department of Psychology)

Dissertation: *“The influence of shared knowledge and transactive memory on effectiveness of service management teams in hospitality industry.”*

M. S., The Pennsylvania State University, University Park, PA. May 2010

Human Resources and Employment Relations (Concurrent degree with Ph.D.)

Focus: International HR, Leadership, Employee Relations, Employment Law

Thesis: *“Technical role and leadership role: The dual roles of leaders in organizations.”*

M. S., University of Missouri, Columbia, MO. August 2007

Hotel and Restaurant Management Program

Focus: Human Resource Management, Organizational Behavior

Thesis: *“Human resource management practices, organizational commitment and intention to leave: The mediating role of perceived organizational support and psychological contracts.”*

B. E. (Mechanical), University of Pune, India. December 2003

Project: *Duplex Friction Drives*

RESEARCH INTERESTS

- **Organizational Behavior** – error management culture, error recovery performance, mistake tolerance, forgiveness climate, learning from failures, and error reporting
- **Leadership** – Leading teams, behavioral integrity, leader error, and leader effectiveness
- **Human Resources** - HRM systems, employee performance, turnover, engagement, empowerment, psychological safety, learning, and training
- **Service Management** - service failures, service recovery performance, customer satisfaction, behavior intentions, loyalty, and knowledge management

IN REVIEW

Abbott, J., **Guchait, P.**, Lee, C., Back, K., & Manoharan, A. Examining the influence of forgiveness climate on service recovery performance: mediating role of fairness and psychological safety. *Journal of Hospitality and Tourism Management*.

Wang, X., & **Guchait, P.** Examining the moderating effect of error management practices and leadership style on employee outcomes. *Cornell Hospitality Quarterly*.

Wang, X., & **Guchait, P.** Error management culture and employee well-being. *Journal of Hospitality & Tourism Research*.

REFEREED PUBLICATIONS

Guchait, P., Liu, Y., Han, J., Wang, X., & Abbott, J. Stealing thunder: Impact on customer loyalty. *International Journal of Contemporary Hospitality Management*. Accepted for Publication.

Yao, S., Yu, H., Wang, X., & **Guchait, P.** Error management training in the hospitality industry. *International Journal of Hospitality Management*. Accepted for Publication.

Luo, A., **Guchait, P.**, Lee, L., & Madera, J. The impact of transformational leadership and emotional labor on service recovery performance: US vs. China. *International Journal of Hospitality Management*. Accepted for Publication.

Guchait, P., Zhao, X., & Hua, N. Error management culture and work engagement: The moderating role of gender: A two study replication. *Service Business*. Accepted for Publication.

Wang, X., **Guchait, P.**, Lee, J., & Back, K. The importance of psychological safety and perceived fairness among hotel employees: the examination of antecedent and outcome variables. *Journal of Human Resources in Hospitality & Tourism*.

Guchait, P., Qin, Y., Madera, J., Hua, N., & Wang X. (2018). Impact of organizational error management culture on hotel effectiveness, management-team performance and creativity. *International Journal of Hospitality & Tourism Administration*. Accepted for Publication.

Wang, X., **Guchait, P.**, Pasamehmetoglu, A., & Madera, J. (2017). Impact of error management culture on employee commitment and creativity: The mediating role of manager trust and group efficacy. *International Journal of Contemporary Hospitality Management*. Accepted for Publication.

- Dawson, M., **Guchait, P.**, & Madera, J. (2017). Organizational characteristics and personal values that define club management culture. *International Journal of Hospitality and Tourism Administration*. Accepted for Publication.
- Wei, W., Hua, N., & **Guchait, P.** (2017). You cannot be excused just because it is not your fault: A mediation model of trust for the impacts of hotels' error management culture on customer engagement behaviors (CEBs). *International Journal of Contemporary Hospitality Management*. Accepted for Publication.
- Wang, C., **Guchait, P.**, Chiang, C., & Weng, W. (2017). Transforming customers into frontline employees: An exploratory study of influential factors and motivations. *Service Business*. Accepted for Publication.
- Madera, J., **Guchait, P.**, & Dawson, M. (2017). Managers' Reactions to Customer vs Coworker Sexual Harassment. *International Journal of Contemporary Hospitality Management*. Accepted for Publication.
- Madera, J., Dawson, M., **Guchait, P.**, & Belarmino, A. (2017). Strategic human resources management research in hospitality and tourism: A review of current literature and suggestions for the future. *International Journal of Contemporary Hospitality Management*, 29, 48-67.
- Guchait, P.** & Abbott, J. (2016). The art of negotiation: A hospitality industry case study. *Journal of Hospitality & Tourism Cases*. Accepted for Publication.
- Guchait, P.** Sirsat, S., Neal, J., & Abbott, J. (2016). Managing food safety errors: A case study of Chipotle Mexican Grill. *Journal of Hospitality & Tourism Cases*. Accepted for Publication.
- Guchait, P.**, Neal, J. & Simons, T. (2016). Reducing food safety errors in the United States: Leader behavioral integrity for food safety, error reporting, and error management. *International Journal of Hospitality Management*, 59, 11-18.
- Guchait, P.** (2016). Enhancing service recovery performance through error management culture. In Dixit, S. (Ed.), *Routledge Handbook of Consumer behavior in Hospitality and Tourism*.
- Guchait, P.**, & Back, K.(2016). Three country study: impact of support on employee attitudes. *The Service Industries Journal*, 36, 299-318.
- Pasamehmetoglu, A., **Guchait, P.**, Tracey, J. B., Cunningham, C. J. L., & Lei, P. (2016). The moderating effect of supervisor and coworker support for error management on service recovery performance and helping behaviors. *Journal of Service Theory and Practice*, 27, 2-22.

- Madera, M., Dawson, M., & **Guchait, P.** (2016). Psychological diversity climate: justice, racioethnic minority status and job satisfaction. *International Journal of Contemporary Hospitality Management*, 28, 2514-2532.
- Guchait, P.**, Abbott, J., Madera, M., & Dawson, M. (2016). Should organizations be forgiving or unforgiving? A two study replication of how forgiveness climate in hospitality organizations drives employee attitudes and behaviors. *Cornell Hospitality Quarterly*, 57, 379-395.
- Guchait, P.**, Pasamehmetoglu, A., & Madera, J. (2016). Error management culture: Impact on group cohesion, stress, and turnover intentions. *The Service Industries Journal*, 36, 124-141.
- Guchait, P.**, Madera, M., & Dawson, M. (2016). Learning in the service environment: the influence of diversity climate. *Journal of Service Theory and Practice*, 26, 448-470.
- Guchait, P.** (2016). The mediating effect of team engagement between team cognitions and team outcomes in service-management teams. *Journal of Hospitality & Tourism Research*, 40, 139-161.
- Guchait, P.**, Simons, T., & Pasamehmetoglu, A. (2016). Error recovery performance: The impact of leader behavioral integrity and job satisfaction. *Cornell Hospitality Quarterly*, 57, 150-161.
- Hua, N., Zhao, X., & **Guchait, P.** (2016). An Empirical Framework to Predict Idiosyncratic Risk in a Time of Crisis: Evidence from the Restaurant Industry. *International Journal of Contemporary Hospitality Management*, 28, 156-176.
- Guchait, P.**, Lee, C., Wang, C., & Abbott, J. (2016). Impact of error management practices on service recovery performance and helping behaviors in the hospitality industry: The mediating effects of psychological safety and learning behaviors. *Journal of Human Resources in Hospitality & Tourism*, 15, 1-28.
- Guchait, P.**, Lei, P., & Tews, M. (2015). Making teamwork work: Team knowledge for team effectiveness. *The Journal of Psychology: Interdisciplinary and Applied*, 150, 300-317.
- Guchait, P.**, Cho, S., & Meurs, J. (2015). Psychological contracts, perceived organizational and supervisor support: Investigating the impact on intent to leave among hospitality employees in India. *Journal of Human Resources in Hospitality & Tourism*, 14, 290-315.
- Guchait, P.**, Pasamehmetoglu, A. & Abbott, J. (2015). The importance of error management culture in organizations: Impact on employee helping behaviors during service failures and recoveries in restaurants. *Journal of Human Resources in Hospitality & Tourism*, 14, 45-67.

- Guchait, P.,** Pasamehmetoglu, A. & Dawson, M. (2014). Perceived supervisor and co-worker support for error management: Impact on perceived psychological safety and service recovery performance. *International Journal of Hospitality Management*, 41, 28-37.
- Guchait, P.,** Hamilton, K., & Hua, N. (2014). Personality predictors of team taskwork understanding and transactive memory systems in service management teams. *International Journal of Contemporary Hospitality Management*. 26, 401-425.
- Guchait, P.,** Tews, M. J., & Simons, T. (2014). The influence of transactive memory systems and psychological safety on effectiveness of service management teams in a restaurant setting. *Journal of Human Resources in Hospitality & Tourism*, 13, 234-252.
- Guchait, P.,** Ruetzler, T., Taylor, J., & Toldi, N. (2014). Video Interviewing: A Potential Selection Tool for Hospitality Managers: A Study to Understand Applicant Perspective. *International Journal of Hospitality Management*, 36, 90-100.
- Namasivayam, K., **Guchait, P.,** & Lei, P. (2014). The influence of leader empowering behaviors and employee psychological empowerment on customer satisfaction. *International Journal of Contemporary Hospitality Management*, 26, 69-84.
- Guchait, P.,** Kim, M., & Roseman, M. (2014). Error management at multiple organizational levels: Impact on customer self-esteem and delight? *Journal of Foodservice Business Research*, 17, 450-471.
- Guchait, P.,** & Hamilton, K. (2013). The temporal priority of team learning behaviors vs. shared mental models in service management teams. *International Journal of Hospitality Management*, 33, 19-28.
- Namasivayam, K., & **Guchait, P** (2012). The role of contingent self-esteem and trust in consumer satisfaction: Examining perceived control and fairness as predictors. *International Journal of Hospitality Management*, 33, 184-195.
- Guchait, P.,** & Namasivayam, K. (2012). Customer creation of service products: The role of frustration in customer evaluations. *Journal of Services Marketing*, 26(3), 216-224.
- Guchait, P.,** Kim, M., & Namasivayam, K. (2011). Error management at different organizational levels: Frontline, manager, and company. *International Journal of Hospitality Management*, 31(1), 12-22.
- Guchait, P.,** Namasivayam, K., & Lei, P. (2011). Knowledge management in service encounters: Impact on customers' satisfaction evaluations. *Journal of Knowledge Management*, 15(3), 513-527.

Guchait, P., & Cho, S. (2010). The impact of human resource management practices on employee intention to leave: The mediating role of organizational commitment. *International Journal of Human Resource Management*, 21(8), 1228- 1247.

Cho, S., Johanson, M., & **Guchait, P.** (2009). Employees intent to leave: A comparison of determinants of intent to leave versus intent to stay. *International Journal of Hospitality Management*, 28(3), 374-381.

REFEREED CONFERENCE PROCEEDINGS

Guchait, P., Liu, Y., Han, J., Wang, X., & Abbott, J. (2017). “Is compensation required after a service failure? Examining the impact of stealing thunder on customer loyalty and positive word-of-mouth. *International Council on Hotel, Restaurant and Institutional Education conference*, Baltimore, MD.

Guchait, P., & Neal, J. (2016). Leader behavioral integrity for food safety: Impact on error reporting, error management, and food safety violations. *International Council on Hotel, Restaurant and Institutional Education conference*, Dallas, TX.

Simons, T., **Guchait, P.,** & Pasamehmetoglu, A. (2015). The dual mediation of behavioral integrity impact: Trust and communication clarity. Symposium on Behavioral integrity advances: Articulating and testing new mechanisms (Simons, T., & Ferrin, D. L.). Academy of Management Proceedings, Vancouver, Canada.

Guchait, P., Pasamehmetoglu, A., & Tracey, B. (2014). The interaction effect of supervisor and co-worker support for error management on service recovery performance and helping behaviors of restaurant employees. *19th International Council on Hotel, Restaurant and Institutional Education conference*, San Diego, CA.

Guchait, P., & Tews, M. J. (2013). Influence of team knowledge on team effectiveness. *18th International Council on Hotel, Restaurant and Institutional Education conference*, St. Louis, MO.

Guchait, P., Kim, M., & Roseman, M. (2012). Does error management at multiple organizational levels enhance customer self-esteem and delight? *17th International Council on Hotel, Restaurant and Institutional Education conference*, Providence, RI.

Guchait, P., & Namasivayam, K. (2011). Team knowledge and team effectiveness. *16th Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX.

Guchait, P., Anner, M., & Wu, L. (2011). Customer perceptions of corporate social responsibility of service firms: Impact on customer attitudes and behavioral intentions. *16th Annual Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX.

Guchait, P., Kim, M., & Namasivayam, K. (2010). Apology at different organizational levels: Explaining the relationship between service recovery efforts and customer satisfaction using perceived control and perceived fairness. *15th Annual Graduate Student Research Conference in Hospitality and Tourism*, Washington, DC.

Cho, S., Johanson, M., & **Guchait, P.** (2008). Employees intent to leave: A comparison of determinants of intent to leave versus intent to stay. *13th International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.

Guchait, P., & Cho, S. (2008). HRM practices and organizational commitment: Examining mediating effects of perceived organizational support. *13th International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.

CONFERENCE PRESENTATIONS

Wang, X., & **Guchait, P.** (2019). "Linking organizational error management culture with employee emotions: Impact on employee performance" Paper presented (by PhD student) at the *24th Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.

Guchait, P. and Wang X. (2018). "How mistake tolerance in hospitality organizations influence employee performance: the mediating effect of psychological safety and learning behavior" Paper presented at the EUROCHRIE, Dublin, Ireland.

Guchait, P. and Pasamehmetoglu A. (2018). "Why workplace ostracism matters in hospitality organizations" Paper presented at the EUROCHRIE, Dublin, Ireland.

Guchait, P. and Wang X. (2018). "Examining the influence of stealing thunder, apology and compensation on customer loyalty" Paper presented at the EUROCHRIE, Dublin, Ireland.

Wang, X., & **Guchait, P.** (2018). "Examining the moderating effect of error management practices and leadership style on employee outcomes" Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, Palm Springs, California.

Yao, S., Yu, H., Wang, X., & **Guchait, P.** (2018). "Impact of error management training on service recovery performance." Paper presented (by PhD student) at the West Federation CHRIE conference, February, Denver, CO.

Wang, X., & **Guchait, P.** (2018). "Importance of mistake tolerance in hospitality organizations" Paper presented (by PhD student) at the *23rd Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Fort Worth, TX.

- Guchait, P., & Wang, X.** (2017). "Why should we focus on error orientation in the hospitality industry? Impact on self-efficacy and service recovery performance." Paper presented (by PhD student) at the *International Council on Hotel, Restaurant and Institutional Education conference*, Baltimore, MD.
- Guchait, P., Liu, Y., Han, J., Wang, X., & Abbott, J.** (2017). "Is compensation required after a service failure? Examining the impact of stealing thunder on customer loyalty and positive word-of-mouth." Paper presented (by PhD student) at the *International Council on Hotel, Restaurant and Institutional Education conference*, Baltimore, MD.
- Wang, X., & **Guchait, P.** (2017). "Impact of error management culture on employee commitment and creativity: The mediating role of manager trust and group efficacy." Paper presented (by PhD student) at the *22nd Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.
- Yao, S., & **Guchait, P.** (2017). "Importance of error management training in the hospitality industry." Paper presented (by MS student) at the *22nd Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.
- Guchait, P., & Dawson, M.** (2016). "Influence of Error Management Culture on Hotel Performance, Management-team Performance and Creativity." EUROCHRIE, Budapest, Hungary.
- Guchait, P., & Dawson, M.** (2016). "Error management culture and employee engagement." EUROCHRIE, Budapest, Hungary.
- Guchait, P., & Neal, J.** (2016). "Leader behavioral integrity for food safety: Impact on error reporting, error management, and food safety violations." Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, Dallas, TX.
- Han, J., & **Guchait, P.** "Exploring the relationship of individual error management, service recovery performance, and customer satisfaction: Mediating role of self-efficacy." *Asia Pacific Tourism Association*, Beijing, China.
- Guchait, P.** (2015). "Should Organizations Be Forgiving or Unforgiving? A Two-Study Replication of How Perceived Forgiveness Climate in Hospitality Organizations Drives Employee Attitudes and Behaviors." Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, Orlando, FL.
- Guchait, P., & Pasamehmetoglu, A.** (2015). "Error Management Culture: Impact on Cohesion, Stress, and Turnover Intentions." Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, Orlando, FL.

- Guchait, P.,** Pasamehmetoglu, A., & Tracey, B. (2014). “The interaction effect of supervisor and co-worker support for error management on service recovery performance and helping behaviors of restaurant employees.” Paper presented at the *19th International Council on Hotel, Restaurant and Institutional Education conference*, San Diego, CA.
- Guchait, P.,** Back, K., & Suh, J. (2014). Impact of error management culture on service recovery performance and helping Behaviors. *World Hospitality & Tourism Forum*, South Korea.
- Guchait, P.,** & Back, K. (2014). Effects of perceived organizational and supervisor support on commitment, citizenship behaviors, and turnover Intentions – A cross-cultural study. *Asia Pacific Tourism Association Conference*, Vietnam.
- Guchait, P.** (2013). “The mediating effect of team psychological safety between transactive memory systems and team outcomes in service-management teams.” Paper presented at the *Southern Management Association*, New Orleans, LA.
- Guchait, P.,** & Tews, M. J. (2013). “Influence of team knowledge on team effectiveness.” Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, St. Louis, MO.
- Guchait, P.,** & Hamilton, K. (2012). “Team engagement: An empirical investigation of its antecedents and outcomes.” Paper presented at the *Southern Management Association*, Fort Lauderdale, FL.
- Guchait, P.,** Kim, M., & Roseman, M. (2012). “Does error management at multiple organizational levels enhance customer self-esteem and delight?” Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, Providence, RI.
- Guchait, P.,** & Namasivayam, K. (2011). “Team knowledge and team effectiveness.” Poster presented at the *16th Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.
- Guchait, P.,** Anner, M., & Wu, L. (2011). “Customer perceptions of corporate social responsibility of service firms: Impact on customer attitudes and behavioral intentions.” Poster presented at the *16th Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.
- Guchait, P.,** Kim, M., & Namasivayam, K. (2010). “Apology at different organizational levels: Explaining the relationship between service recovery efforts and customer satisfaction using perceived control and perceived fairness.” Paper presented at the *15th Annual Graduate Student Research Conference in Hospitality and Tourism*, January, Washington, DC.

- Guchait, P., & Namasivayam, K.** (2010) "Error management at different organizational levels: Frontline, manager, and company: Mediation of perceived control and fairness. Poster presented at the *Graduate Exhibition, The Pennsylvania State University*, April, University Park, PA.
- Cho, S., & **Guchait, P.** (2009). Psychological contract and perceived organizational support in India: Investigating the impact on intention to leave. Poster presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, July, San Francisco, CA.
- Guchait, P., & Cho, S.** (2008). HRM practices and organizational commitment: Examining mediating effects of perceived organizational support. Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.
- Cho, S., Johanson, M., & **Guchait, P.** (2008). Employees intent to leave: A comparison of determinants of intent to leave versus intent to stay. Paper presented at the *International Council on Hotel, Restaurant and Institutional Education conference*, July, Atlanta, GA.
- Guchait, P., & Cho, S.** (2008). The impact of human resource management practices on intention to leave: The mediating role of organizational commitment. Paper presented at the *13th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January, Orlando, FL.
- Guchait, P., & Cho, S.** (2007). The effects of employee compensation on productivity, sales and turnover. Paper presented at the *12th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, January, Houston, TX.

WORK- IN-PROGRESS

- Guchait, P., Peyton, T., & Madera, J.** A systematic review of leadership research in hospitality management. Target for *International Journal of Contemporary Hospitality Management*.
- Guchait, P., & Tews, M. J.** HR benchmarking study in the hotel industry. Target for *Cornell Hospitality Quarterly*.
- Guchait, P., Wang, X., & Pasamehmetoglu, A.** Does error management culture impact employee emotions? Impact on job performance. Target for *International Journal of Hospitality Management*.
- Guchait, P., & Abbott, J.** Use of stealing thunder to overcome wrongdoing: Impact on performance evaluations. Target for *Journal of Managerial Psychology*.

Guchait, P., & Wang, X. Error orientation: Scale validation and impact on employee attitudes, behaviors, and performance. Target for *Cornell Hospitality Quarterly*.

Guchait, P., Wang, X., & Pasamehmetoglu, A. Organizational mistake tolerance: impact on employee learning, attitudes, behaviors and performance. Target for *Journal of Business & Psychology*.

Guchait, P., & Mousavi, A. Employee perceptions of leader errors: Does leader gender and generation matter? Target for *International Journal of Contemporary Hospitality Management*.

Guchait, P., & Wang, X. Error orientation: Does it vary by gender, age, race, and national culture? Target for *Journal of Applied Psychology*.

Pasamehmetoglu, A., Guzzo, R., & **Guchait, P.** Influence of workplace ostracism on service recovery performance. Target for *International Journal of Contemporary Hospitality Management*.

Zhe, C., & **Guchait, P.** Impact of generational differences on work engagement and error recovery performance: Moderation of race, gender, socio-economic status, and education. Target for *Personality and Social Psychology*.

Guchait, P., & Pasamehmetoglu, A. Examining impact of error management culture on employee health in the hospitality industry. Target for *Journal of Hospitality & Tourism Research*.

NON-REFEREED PUBLICATIONS/PRESENTATIONS

Guchait, P. (2018). What to do and not to do during work conflicts. Invited presentation for Club Managers Association of America, Houston, TX.

Guchait, P. (2018). Strategies to energize your workforce. Invited presentation for Cherokee Nation Entertainment, Houston, TX.

Guchait, P. (2017). Increasing team effectiveness. Invited presentation for Sysco Corporation, Houston, TX.

Guchait, P. (2017). Leadership and Teamwork. Invited presentation for Club Managers Association of America, Houston, TX.

Guchait, P. (2017). Adapting Conflict Management Styles. Invited presentation for Cherokee Nation Entertainment, Houston, TX.

Guchait, P. (2017). Managing Personal Energy. Invited presentation for Cherokee Nation Entertainment, Houston, TX.

- Guchait, P. (2016). Emotionally Intelligent Leadership. Invited presentation for Texas Hotel & Lodging Association, Houston, TX.
- Guchait, P. (2016). Coaching Employees for Improved Performance. Invited presentation for Texas Hotel & Lodging Association, Houston, TX.
- Guchait, P. (2016). Conflict Resolution. Invited presentation for Cherokee Nation Entertainment, Houston, TX.
- Guchait, P. (2016). Energy Management. Invited presentation for Cherokee Nation Entertainment, Houston, TX.
- Guchait, P. (2016). Conflict Management. Invited presentation at the Hospitality Financial and Technology Professionals (HFTP) Houston chapter, Houston, TX.
- Guchait, P. (February, 2016). Not learning from an error is an error.
<https://www.hospitalitynet.org/opinion/4074232.html>
- Guchait, P. (2015). Managing your future employees. Invited presentation at the Hospitality Financial and Technology Professionals (HFTP) Houston chapter, Houston, TX.
- Guchait (August, 2015). How to manage errors effectively in hotels and restaurants.
<http://cge.usil.edu.pe/how-to-manage-service-errors-effectively-in-hotels-and-restaurants/>
- Guchait, P. (2014). When money can't buy you love. A new approach to structuring bonus and incentive programs. Invited presentation at the Hospitality Financial and Technology Professionals (HFTP) Annual Convention and Tradeshow, New Orleans, LA.
- Guchait, P. (2014). When money can't buy you love. A new approach to structuring bonus and incentive programs. *The Bottomline*, 29, 24-27.
- Guchait, P. (2014). Getting to know your future employees: The Nextgen professional. Invited presentation at the Hospitality Industry Technology Exposition and Conference (HITEC), Los Angeles, CA.
- Guchait, P. (2013). Seminar on teamwork and leadership. University of Houston, Houston, TX.
- Guchait, P. (2010). The transition from subordinate to leader: Challenges and Solutions. *On The Go*, Fall, 18-19.
- Guchait, P. (2009). Impact of perceived control and fairness on effectiveness of performance appraisal systems for managers in hospitality industry, Department of Psychology, The Pennsylvania State University, Spring, University Park, PA.

Guchait, P. (2009). Corporate social responsibility of hospitality firms: Impact on customer attitudes and behavioral intentions. Department of Human Resources and Employment Relations, The Pennsylvania State University, Fall, University Park, PA.

Guchait, P. (2008). Utilizing social capital of current employees for hiring: Impact on performance, retention, and OCB of new hires. Smeal College of Business, The Pennsylvania State University, Spring, University Park, PA.

Guchait, P. (2007). Employee empowerment and customer perceptions of fairness during service encounters. School of Hospitality Management, The Pennsylvania State University, Fall, University Park, PA.

COLLABORATIONS

University of Central Florida, Orlando, FL

Cornell University, Ithaca, NY

Özyeğin University, Turkey

University of Missouri, Columbia, MO

Sun Yat Sen University, China

Department of Career Services, The Pennsylvania State University, PA

Dodsal Corporation Pvt. Ltd., Mumbai, India

Hoss's Steak and Sea House, Inc., Duncansville, PA

Marriott Hotels and Resorts

Darden Restaurants

Texas Hotel and Lodging Association

Hospitality Leadership Institute, The Pennsylvania State University, PA

University of Mississippi, University, MS

HireVue, Inc., Draper, Utah

University of Houston, Houston, TX

RESEARCH EXPERIENCE

Associate Professor, University of Houston, September 2018-present

Responsibilities:

- Prepared manuscripts for publications and conference presentations
- Reviewed literature, developed conceptual models, and designed survey-based and experimental studies
- Developed and validated scales, and developed survey instruments
- Coordinated data collection efforts, and managed data
- Used Hierarchical Linear Modeling, Structural Equation Modeling, Multiple Regression, MANOVA, and ANCOVA to analyze data

- Performed data analysis using SPSS and AMOS
- Submitted grant proposals
- Collaborated with international scholars

Assistant Professor, University of Houston, July 2012-present

Responsibilities:

- Prepared manuscripts for publications and conference presentations
- Reviewed literature, developed conceptual models, and designed survey-based and experimental studies
- Developed and validated scales, and developed survey instruments
- Coordinated data collection efforts, and managed data
- Used Hierarchical Linear Modeling, Structural Equation Modeling, Multiple Regression, MANOVA, and ANCOVA to analyze data
- Performed data analysis using SPSS and AMOS
- Submitted grant proposals
- Collaborated with international scholars

Assistant Professor, University of Mississippi, September 2011-June 2012

Responsibilities:

- Prepared manuscripts for publications and conference presentations
- Reviewed literature, developed conceptual models, and designed survey-based and experimental studies
- Developed and validated scales, and developed survey instruments
- Conducted focus group interviews, and developed written and video scenarios
- Coordinated data collection efforts, and managed data
- Used Hierarchical Linear Modeling, Structural Equation Modeling, Repeated Measures, Multiple Regression, MANOVA, and ANCOVA to analyze data
- Performed data analysis using SPSS, AMOS, and STATA

Research Assistant, The Pennsylvania State University, August 2007-July 2011

Supervisor: Dr. Karthik Namasivayam

Responsibilities:

- Used Hierarchical Linear Modeling, Structural Equation Modeling, Repeated Measures, Multiple Regression, MANOVA, and ANCOVA to analyze data
- Performed data analysis using SPSS, STATA, AMOS, and LISREL
- Prepared organizational reports, manuscripts for publications and conference presentations
- Reviewed literature, developed conceptual models, and designed survey-based and experimental studies
- Developed and validated scales, and developed survey instruments
- Conducted focus group interviews, and developed written and video scenarios
- Coordinated data collection efforts, and managed data

Research Assistant, University of Missouri, January 2006-August 2007
Supervisor: Dr. Seonghee Cho

Responsibilities:

- Performed research and designed studies
- Developed survey instruments (paper-and-pencil, and online)
- Coordinated data collection efforts (U.S., India, South Korea)
- Performed data management and analysis
- Prepared organizational reports, manuscripts for publications and conference presentations

SERVICE

Director of Marketing, West Federation CHRIE, July 2017 – present

Guest Editor, Special Issue of Leadership Research in Hospitality, September 2018-present
International Journal of Contemporary Hospitality Management

Faculty Advisor, Eta Sigma Delta, August 2015-present
College of Hotel and Restaurant Management, University of Houston

Faculty Advisor, Alumni Board, January 2017-May 2018
College of Hotel and Restaurant Management, University of Houston

Editorial Board, January 2015-present
International Journal of Contemporary Hospitality Management

Ad Hoc Reviewer, August 2013-present
Cornell Hospitality Quarterly

Ad Hoc Reviewer, November 2013-present
International Journal of Hospitality Management

Ad Hoc Reviewer, August 2012-present
International Journal of Contemporary Hospitality Management

Ad Hoc Reviewer, August 2011-present
Journal of Hospitality & Tourism Research

Ad Hoc Reviewer, March 2017-present
Employee Relations

Ad Hoc Reviewer, April 2017-present
Journal of Knowledge Management

Ad Hoc Reviewer, April 2018-present
International Journal of Human Resource Management

PhD Dissertation Chair, August 2015- present
College of Hotel and Restaurant Management, University of Houston

- Xingyu Wang (Chair)
- Heyao Yu (Dissertation committee member) (Completed August 2018)
- Lindsey Lee (Dissertation committee member)
- Mohammed Lefrid (External Dissertation committee member; University of Central Florida)

Graduate Thesis Chair, January 2013- present
College of Hotel and Restaurant Management, University of Houston

- Ashley Mousavi
- Anqi Luo (Graduated May 2017)
- Yetong Liu (Graduated Dec 2016)
- Haohan Wu (Graduated May 2016)
- Huiyuan Gu (Graduated May 2016)
- Stella Xu (Graduated May 2016)
- Sheng Yao (Graduated May 2016)
- Cai Zhe (Graduated May 2016)
- Lissette Gonzalez (Graduated August 2015)
- Elena Kazakova (Graduated August 2014)
- Shina Bharadwaja (Thesis committee member)
- Hillary Norwood (Thesis committee member)

Chair, New Faculty Search Committee, 2018
College of Hotel and Restaurant Management, University of Houston

Member, PhD Exam Committee, May 2016 - present
College of Hotel and Restaurant Management, University of Houston

Chair, General Business Sub-curriculum Committee, September 2015 - present
College of Hotel and Restaurant Management, University of Houston

Research Committee Member, ICHRIE, November 2015 – present

Member, New Faculty Search Committee, 2015
College of Hotel and Restaurant Management, University of Houston

Member, PhD Candidate Selection Committee, 2015, 2019
College of Hotel and Restaurant Management, University of Houston

Faculty Advisor, Disney College Program, July 2013-July 2015
College of Hotel and Restaurant Management, University of Houston

Assistant to the Editor (Dr. David Cranage), January 2011-August 2011
Journal of Foodservice Business Research, University Park, PA

Responsibilities:

- Corresponded with authors
- Proofread and edited manuscripts
- Reviewed manuscripts, citations, references, figures, and tables based on APA format

AFFILIATIONS

West Federation CHRIE (Council on Hotel, Restaurant and Institutional Education), Director of Marketing, 2017-present

International Council on Hotel, Restaurant and Institutional Education, Member, 2012-present
Southern Management Association, Member, 2012-present

Ole Miss Ambassadors for Southern Hospitality, Ole Miss, Advisor, October 2011-May 2012

Society of Human Resource Management, Member, 2010-2011

Academy of Management, Member, 2010-2011

School of Hospitality Management Graduate Student Association, The Pennsylvania State University, Member, 2010-2011

AWARDS & HONORS

Best Paper Award, West Federation Council on Hotel, Restaurant, & Institutional Education, 2018

Chapter Distinction Award, University of Houston's Eta Sigma Delta Chapter, International Council on Hotel, Restaurant, & Institutional Education, 2017

Best Paper Award, International Council on Hotel, Restaurant, & Institutional Education, 2016

Outstanding Reviewer Award, International Journal of Contemporary Hospitality Management, 2016

Stephen Rushmore/HVS Research Excellence Award, Conrad N. Hilton College, University of Houston, 2015

Certificate of Excellence for Extraordinary Achievements, Office of the Provost, University of Houston, 2015

Best Paper Award, Southern Management Association, 2013

Graduate Student Dissertation Research Support Award, College of Health and Human Development, The Pennsylvania State University, 2010

Student Professional Development Scholarship, College of Health and Human Development, The Pennsylvania State University, 2009

TEACHING EXPERIENCE

TEACHING INTERESTS

Undergraduate

- Human Resource Management
- Organizational Behavior
- Leadership
- Research Methods

Graduate

- Human Resource Management
- Organizational Behavior
- Teams and Leadership
- Research Methods

Associate Professor, University of Houston, September 2018-present

Course: Human Resource Management (HRMA 3352; Undergraduate level)

Leadership in Hospitality Industry (HRMA 4353; Undergraduate level)

Multivariate Data Analysis (HRMA 8303; PhD level)

Responsibilities:

Developed syllabus, planned course, developed lectures and PowerPoint, conducted research for class-related activities, videos, and case studies, managed course on Blackboard, taught course, maintained office hours, managed student problems, developed exams, quizzes, and class projects, graded, provided feedback, and motivated students

Assistant Professor, University of Houston, August 2012-present

Course: Human Resource Management (HRMA 3352; Undergraduate level)

Leadership in Hospitality Industry (HRMA 4353; Undergraduate level)

Multivariate Data Analysis (HRMA 8303; PhD level)

Responsibilities:

Developed syllabus, planned course, developed lectures and PowerPoint, conducted research for class-related activities, videos, and case studies, managed course on Blackboard, taught course, maintained office hours, managed student problems, developed exams, quizzes, and class projects, graded, provided feedback, and motivated students

Assistant Professor, University of Mississippi, January 2012-May 2012

Course: Marketing in Hospitality Industry (NHM 464)

Hospitality Industry Accounting (NHM 310)

Responsibilities:

Developed syllabus, planned course, developed lectures and PowerPoint, conducted research for class-related activities, videos, and case studies, managed course on Blackboard, taught course, maintained office hours, managed student problems, developed exams, quizzes, and class projects, graded, provided feedback, and motivated students

Instructor, The Pennsylvania State University, January 2011-May 2011

Course: Human Resource Management in Hospitality (HRIM 466)

Responsibilities:

Developed syllabus, planned course, developed lectures and PowerPoint, conducted research for class-related activities, videos, and case studies, managed course on Angel taught course, maintained office hours, managed student problems, developed exams and quizzes, graded, provided feedback, and motivated students

Guest Lecturer, The Pennsylvania State University, August 2010-May 2011

Course: Organizational Behavior in Hospitality (HRIM 365)

Responsibilities:

Taught course, developed lectures and PowerPoint, quizzes and exams

Teaching Assistant, The Pennsylvania State University, August 2007-May 2011

Supervisor	Course Assisted	Semester
Dr. Michael Tews	Human Resource Management in Hospitality (HRIM 466)	Spring 2011 Fall 2009
Dr. Martha Conklin & Mr. Jim Korner	Leadership (Hospitality Leadership Institute)	Spring 2009 Fall 2009
Dr. Daniel Mount	Hotel Management (HRIM 380)	Fall 2008
Mr. Peter Nyheim	Introduction to Hospitality Technology (HRIM 271)	Fall 2008
Dr. Karthik Namasivayam	Organizational Behavior in Hospitality (HRIM 365)	Spring 2008 Fall 2007

Responsibilities:

- Assisted with teaching (taught classes), grading (quizzes, exams, projects, class assignments, and attendance), developing lectures and PowerPoint
- Mentored students (assisted with individual and group projects, class assignments, and conducted exam reviews)
- Managed course on Angel (course management system), entered and analyzed course evaluation data, prepared course evaluation reports, and provided suggestions for course improvement
- Conducted research and prepared reports on latest trends in hospitality industry (use of technology, human resources), and performances of hospitality firms from 1990-2008

Teaching Assistant, University of Missouri, January 2006-August 2007

Instructor	Course Assisted	Semester
Dr. Dae-Young Kim	Marketing (HRM 4273)	Spring, 2007
Dr. Johye Hwang	Food Service Operations Management (HRM 3153)	Fall, 2006
Dr. Seonghee Cho	Strategic Management (HRM 4243)	Spring, 2006

Responsibilities:

- Assisted with grading, developing lectures and PowerPoint
- Assisted students with projects and assignments, and conducted exam reviews
- Managed course on Blackboard (course management system), and assisted with development/changes of course content

GRADUATE CLASSES TAKEN

Doctoral Seminars	Research Methods and Data Analyses
<ul style="list-style-type: none"> • Organizational Theory • Micro Organizational Psychology • Macro Organizational Psychology • Leadership • Performance Appraisal • Personnel Selection • Hospitality Management 	<ul style="list-style-type: none"> • Structural Equation Modeling • Multivariate Data Analysis (I & II) • Data Analysis • Research Methods II • Research Methods I • Regression • ANOVA
Related Courses	Hospitality Courses
<ul style="list-style-type: none"> • Human Resource Management • Organizational Behavior • International HR • Labor Economics • Labor Relations • Employment Law • Financial Planning 	<ul style="list-style-type: none"> • Strategic Management in Hospitality • HRM in Hospitality • College Teaching in Hospitality (I & II) • Research in Hospitality

WORKSHOPS/ CERTIFICATIONS

Cougar Chapter Leadership Academy, 2016-2017
University of Houston

Certified Hospitality Educator, 2013-2023
American Hotel & Lodging Educational Institute

College Teaching Certification, The Pennsylvania State University, Fall 2010
Schreyer Institute for Teaching Excellence

New Instructor Orientation, The Pennsylvania State University, Fall 2010
Schreyer Institute for Teaching Excellence

Grant Writing Workshop, The Pennsylvania State University, Fall, 2009
The Graduate School

INDUSTRY EXPERIENCE

Reservations Associate, The Penn Stater Conference Center Hotel, Penn State Hospitality Services, University Park, PA. May 2010-October 2010

Responsibilities:

Managed reservations, guest inquiry and complaints, confidential data, and additional projects (University Graduation, Football and Basketball Reservations)

Student Manager and Customer Services, Campus Dining Services, University of Missouri, Columbia, MO. August 2005-August 2006

Responsibilities:

Scheduled, assigned tasks, and performed front-and back-of-house operations

Customer Services, Taj Mahal Restaurant, Columbia, MO. May 2006-August 2006

Responsibilities:

Managed inventory, and guest services

Project/Sales Engineer, Tech-Tips Engineering Services, Pune, India. December 2003-July 2005

Responsibilities:

Managed client services, logistics, sales and promotions, and employee relations

Project Trainee, TATA Iron and Steel Company, Jamshedpur, India. June 2002-July 2002

Responsibilities:

Efficiency and cost control

GRANTS

- Sirsat, S., & **Guchait, P.** (2018). Error management training and training delivery methods. Submitted to GEAR (Grants to Enhance and Advance research) (\$30,000) (Not Received)
- Sirsat, S., Shin, T., & **Guchait, P.** (2017). Developing Visionary leaders in Food, Agriculture, Natural Resources and Human Sciences. Submitted to USDA (\$274,000) (Not Received)

- Hua, N., **Guchait, P.**, & Wei, W. (2017). How to engage and motivate non-managerial employees using non-monetary incentives? Submitted to Incentive Research Foundation (\$50,000) (Not Received)
- **Guchait, P.**, Sirsat, S., & Jarvis, N. (2017). Collaborative Research: Testing a Safety Model Using Error Management Approach: Impact of Incident Reporting on Safety Performance. Target for National Science Foundation (\$554,000) (Not Received)
- **Guchait, P.**, Madera, J., & DeFranco, A. (2016). Error Management Training in the Lodging Industry. Submitted to American Hotel & Lodging Association (\$50,000) (Not Received)
- Eldin, N., **Guchait, P.**, Senouci, A., Gao, L., & Hua, N. (2015). Collaborative Research: Importance of Error Management Culture in the Construction Industry: Examining Impact on Employee Performance, Attitudes, and Behaviors, and Organizational Performance. Submitted to National Science Foundation (\$234,000) (Not Received)
- **Guchait, P.**, & Sirsat, S. (2015). The impact of leader behavioral integrity for food safety on error reporting, error management, and food safety performance. Submitted to GEAR (Grants to Enhance and Advance research) (\$29,993) (Not Received)
- **New Faculty Research Grant Award**, University of Houston, 2013 (Received)
- **Quality Enhancement Program FY13 Grant**, University of Houston, 2013 (Received)

PERSONAL INTERESTS

- **Sports** - played district level cricket and college level soccer and table-tennis
- **Organizing Events** - organized fashion shows, cultural events, and food festivals
- **Cooking** – enjoy cooking Indian, Chinese, and Mexican food