

GRACE ELEANOR KIM

Ph.D. Candidate | Email: gekim@uh.edu | Mobile: (713) 560-8838

EDUCATION

University of Houston, Houston, TX

August 2024 – May 2027*

Conrad N. Hilton College of Global Hospitality Leadership

Ph.D. Candidate in Hospitality Administration

Advisors: Dr. Dustin Maneethai & Dr. Juan Madera

*Anticipated Graduation.

Dissertation Title: *Within and Beyond the Target: Emotional & Cognitive Pathways of Workplace Mistreatment in the Hospitality & Tourism Industry*

Committee: Dr. Dustin Maneethai (Chair), Dr. Juan Madera, Dr. Leanne Atwater, & Dr. Mary Dawson

University of Houston, Houston, TX

August 2022 – May 2024

Conrad N. Hilton College of Global Hospitality Leadership

Master of Science in Hospitality Management

University of Houston, Houston, TX

August 2015 – May 2019

College of Liberal Arts and Social Sciences

Bachelor of Science in Psychology, Minor in Health

EXPERTISE & RESEARCH INTERESTS

- Workplace Mistreatment & Sexual Harassment
- Human Resources Management & Organizational Behavior
- Leadership & Supervisor Support
- Franchise Operations & Restaurant Management

PROFESSIONAL EXPERIENCE

Smoothie King, Shanti Group, LLC.

Houston, Texas

Operations Manager, 15 Locations in the Houston Territory

May 2023 – August 2024

- Led teams across multiple locations, showcasing exemplary management and mentoring skills in the Houston Heights, Atascocita, Tomball, Spring, Pasadena, Deer Park, Fairmont, Wallisville, Baytown, Greenspoint, Dayton, Mont Belvieu, and Texas City.
- Constructed plans for new-store openings, hiring and retention decisions, payroll, menu pricing, employee management, and contributing to the expansion and growth of the organization.
- Conducted monthly regional and general manager meetings with franchisees, engaging communication and alignment on the organization's business objectives.
- Led the acquisition and transition of new ownership and management of 7 stores.
- Led the construction and training of new store openings in Spring and Dayton.

Smoothie King, Blending Management, LLC.

Houston, Texas

Regional Manager, 6 Locations in the Houston Territory

August 2022 – May 2023

- Led the general management training initiatives, including Serve-to-Inspire, PRIME, and Food Safety auditing for locations in Greenspoint, Atascocita, Baytown, Mont Belvieu, Pasadena, and Houston Heights.
- Overturned three historically underperforming stores to over \$800K in sales.
- Transitioned all stores to Data Central Inventory, Scheduling, Forecasting, COGS Analysis, and ShiftWorks, enhancing the management team's capability in data-driven management practices.
- Led the training of the new store openings in Mont Belvieu and Texas City.
- Recognized for creating a successful work culture, upselling practices, and team-member engagement in the Houston territory in 2017, 2021, and 2022.

Smoothie King, Blending Management, LLC.

Humble, Texas

General and District Manager

December 2015 – August 2022

- Improved same-store-sales of the Atascocita location from \$300K to \$700K+ during management tenure.
- Assumed full management responsibilities for the Greenspoint, Atascocita, and Baytown locations during the COVID-19 pandemic, including overseeing all staffing, scheduling, training, and day-to-day operations during a critical transition period.
- Recognized as the highest-ranked manager across all systems based on module completion from 2019 to 2022.
- Represented the franchise group at the annual Smoothie King conference in 2021 and 2022.
- Recognized as the first manager to receive full marks on the corporate management training exam (2019).
- Transitioned all stores from Focus to Brink POS systems.
- Certified ServSafe Food Handler and ServSafe Manager in 2017 and 2022.

TEACHING EXPERIENCE

Teaching Interests

- Human Resources Management in Hospitality
- Leadership in Hospitality
- Organizational Behavior in Hospitality
- Restaurant & Foodservice Management
- Operations Management

Academic Instructor, In-Person

Fall 2026, Spring 2027

GHL 3352: Human Resources Management

Fall 2025, Spring 2026

- Developed curriculum for the undergraduate-level Human Resource Management course and designed the syllabus utilizing Canvas and Simple Syllabus.
- Designed lecture materials (e.g., slides, in-class activities, and case studies) for hotel, restaurant, casino, and recreation settings, as well as exam materials, with a focus on the application of skills and knowledge in the hospitality industry.
- Engaged active learning, including class discussions around current newsroom cases from the U.S. Equal Employment Opportunity Commission and the U.S. Department of Labor (e.g., the Occupational Safety and Health Administration, the Wage and Hour Division, the Office of Workers' Compensation Programs, and the Bureau of Labor Statistics).

- Invited industry guest speakers with diverse work experience and/or education in Human Resources, operations-consulting, and frontline service management to provide perspectives on HR issues from both line managers and strategic management.

Teaching Evaluations

- GHL 3352: Human Resources Management (in-person), Fall 2026, (forthcoming; 26 students)
- GHL 3352: Human Resources Management (in-person), Spring 2026, 5.00/5.00 (8 students)
- GHL 3352: Human Resources Management (in-person), Fall 2025, 4.55/5.00 (15 students)

Guest Lecturer, *In-Person*

Fall 2024

GHL 4352: Hospitality Organizational Behavior

- Invited to teach the undergraduate course on Hospitality Organizational Behavior, with a focus on leadership styles in the context of hospitality management.
- Shared work experiences managing Smoothie Kings, potential managerial pitfalls in decision-making, comparing similarities and differences between managers and leaders, and the identification of different types of leaders based on organizational behavior theory, including transformational, transactional, charismatic, direct, authentic, and servant leadership.
- Engaged students in a group in-class activity using posters to identify leaders in their own professional and personal lives with a Draw-it-Out activity; a role-play work scenario-based activity where students acted as leaders based on characters from Inside Out and Harry Potter with an Act-it-Out activity.

RESEARCH EXPERIENCE

Manuscripts (*Under Review/Revision*)

- **Kim, G. E.**, Maneethai, D., Theis, I., & Madera, J. M. (2026). Protecting Employees from Sexual Harassment: Development and Validation of the Supervisor Support Behaviors in Sexual Harassment (SSB-SH) Scale. *Journal of Hospitality and Tourism Management (JHTM)*.
- Maneethai, D., Chang, W., Gip, H. R., & **Kim, G. E.** (2026). Understanding the Spillover Effect of Personal AI Use on Service Innovation: The Role of Psychological Capital and Conscientiousness. *Journal of Services Management (JOSM)*.

Manuscripts (*In-Progress*)

- **Kim, G. E.**, Maneethai, D., & Atwater, L. (in-progress). A Contextual Framework for Sexual Harassment in the Hospitality and Tourism Industry.
- Dunmars, J., **Kim, G. E.**, Lin, Z., Maneethai, D., & Legendre, T. S. (in-progress). The African American Restaurateur Experience: Entrepreneurial Journey as a Social Climbing Ladder Process.
- **Kim, G. E.** & Maneethai, D., & Hetherington, S. (in-progress). Hospitality Leadership Through a Lavender Lens.
- Hight, S. K., Maneethai, D., **Kim, G. E.**, & Legendre, T. S. (in-progress). The Impact of Employer Payment Frequency on Restaurant Employees' Coping Behaviors: Do Cash Tips Lead to More Illicit Behaviors?
- Nigam, N., **Kim, G. E.**, Hazzard, C., & Chin, W. W. (in-progress). Interpreting Layoffs: The Role of Communication Source for Survivors.

Conferences & Presentations

- Hight, S. K., Maneethai, D., **Kim, G. E.**, & Legendre, T. S. (2026). *The Impact of Employer Payment Frequency on Restaurant Employees' Coping Behaviors: Do Cash Tips Lead to More Illicit Behaviors?* (Poster). Presented at the annual International Council on Hotel, Restaurant, and Institutional Education Conference (ICHRIE), Las Vegas, Nevada, United States.
- Nigam, N., **Kim, G. E.**, Hazzard, C., & Chin, W. W. (2026). *Interpreting Layoffs: The Role of Communication Source for Survivors*. (Poster). Presented at the Annual Association for Information Systems (AMCIS) in Reno, Nevada, United States.
- **Kim, G. E.**, Maneethai, D., & Atwater, L. (2026). *A Contextual Framework for Sexual Harassment in the Hospitality & Tourism Industry*. (Presentation). Presented at the 31st Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism, Auburn, Alabama, United States. *Nominated as a best paper finalist*.
- **Kim, G. E.** & Maneethai, D. (2025). *Sexual Harassment in Hospitality: A Systematic Literature Review of Theoretical & Empirical Developments (1982-2024)*. (Poster). Presented at the Annual European Council on Hotel, Restaurant & Institutional Education Conference (EuroCHRIE), The Hague, The Netherlands.
- **Kim, G. E.** & Maneethai, D. (2025). *The Emotional Toll of Sexual Harassment in the Hospitality Industry*. (Presentation). Presented at the Annual European Council on Hotel, Restaurant & Institutional Education Conference (EuroCHRIE), The Hague, The Netherlands.
- **Kim, G. E.** & Maneethai, D. (2025). *Made to Serve, Not to Act: The Role of Supervisor Support in Sexual Harassment*. (Presentation). Presented at the 30th Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism, Houston, Texas, United States.
- **Kim, G. E.** & Maneethai, D. (2024). *Unseen Forces: Understanding the Influence of Moral Emotions on Sexual Harassment*. (Presentation). Presented at the Global ESG Conference, Jeju, Korea.
- Maneethai, D., & **Kim, G. E.** (2024). *Supervisor Support in the Sexual Harassment Experience: Development & Validation*. (Presentation). Presented at the Asian-Pacific CHRIE Conference (APacCHRIE), Seoul, Korea.
- **Kim, G. E.** & Maneethai, D. (2024). *Development and Validation of the Supervisor Support in the Sexual Harassment Experience Scale*. (Poster). Presented at the 29th Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism, Houston, Texas, United States.

Peer Reviewer

- Reviewed *ad hoc* the 2025 Annual European Council on Hotel, Restaurant & Institutional Education Conference (EuroCHRIE), The Hague, The Netherlands.

Published Book Chapter

- DeFranco, A. L. & Carter, K. M. (2026). Teaching Philosophies of Future Educators. **Kim, G. E.** (collaborator; see Chapter 2). *A Story of Education, Values, and Service*. <https://uhlibraries.pressbooks.pub/ghl8310/chapter/grace-kim/>

HONORS & AWARDS

Nominated for the Best Conference Paper Award,
31st Annual Graduate Education and Graduate Student Research Conference in
Hospitality and Tourism, Auburn, Alabama, United States.

2026

Presidential Endowment Fellowship Award Recipient	2024 – 2026
Graduate Tuition Fellowship	2024 – 2026
Graduate Dean’s Award	2024
Alumni Association Award for Academic Excellence	2024
Cullen Graduate Fellowship Travel Grant (\$500)	2023
Hilton College Graduate Competitive Scholarship (\$1,000)	2023
King’s Club Award for Exceeding \$1 Million in Same-Store Sales	2019, 2022, 2023
Inspire Award for Excellence in Operational Standards	2017, 2021, 2022
Award for Outstanding Service, Sigma Phi Omega	2018

CERTIFICATES

You Can Help a Coog (YCHAC), Certified Caring Coog	2026
Texas Alcoholic Beverage Commission Certificate	2024
COMPASS Sexual Misconduct Navigator Certificate	2023
Advanced Microsoft Excel Certification	2023
QPR Suicide Prevention Gatekeeper Certificate	2023
ServSafe Food Safety Manager Certification	2017, 2022
Corporate Management Training & Certification, Smoothie King	2019

LEADERSHIP & OUTREACH

Hilton Doctoral Student Association, *President & Vice President* **2025 – Present**

- Organized peer mentoring system for new incoming doctoral students based on research interests and backgrounds.
- Designed and organized a Microsoft Teams hub for current doctoral students with prior presentation templates, handbooks, guidelines, coursework syllabi, instructional materials, and teaching resources to aid future students.
- Communicated and planned meetings with doctoral students regarding important program-relevant events, such as mixers, exam review sessions, and conference updates.

Conrad N. Hilton College Alumni Board, *Graduate Student Liaison* **2026 – Present**

- Informed the UH Alumni Association Board in quarterly meetings of graduate student progress, concerns, awards, and relevant updates to the master’s and doctoral programs.
- Volunteered and attended alumni association events representing the Hilton College: Black Alumni Association, Kids Meal Inc., sponsored tailgate events, alumni mixers, and the UH Presidents’ Dinner.
- Helped recruit and promote mixers and socials for master’s and doctoral students to attend alumni association events and mixers.

Graduate Student Association, *President & Community Involvement Coordinator* **2022 – 2024**

- Organized a graduate student mixer for the 30th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism in Houston.
- Responsible for revamping the graduate student association (GSA) for the Hilton College on behalf of all master’s students.
- Registered and created the organization, along with its constitution and bylaws for officers, and delegated tasks to current and future officer positions.
- Created social media platforms for the GSA via LinkedIn, Instagram, and Facebook.

- Organized semester socials and events, created and promoted the program with flyers, speaking to future graduate students.
- Fundraised with local restaurants in collaboration with the GSA, including Chick-fil-A, Marco's Pizza, and Smoothie King.
- Applied for university funding advocating for student research and conference activities, and community-building socials and events for graduate students.
- Created community volunteer events with the Houston Food Bank and Harvest for the Hungry.

Eta Sigma Delta Honors Society Student Chapter	2023 – 2025
Jed Foundation, <i>Campus Leader</i>	2023 – 2025
University of Houston Women and Gender Resource Center, <i>COMPASS Sexual Misconduct Navigator</i>	2023 – 2025
University of Houston Counseling and Psychological Services, <i>QPR Suicide Prevention Gatekeeper</i>	2023 – 2025
University of Houston Wellness Center, <i>Step UP! Bystander Intervention</i> <i>Student Advocate</i>	2023 – 2025
National Alliance on Mental Health of Greater Houston, <i>Member</i>	2022 – 2025
Texas Restaurant Association Cougar Chapter, <i>Member</i>	2023 – 2024
University of Houston Alumni Book Club, <i>Discussion Leader</i>	2021 – 2022
Houston Food Bank, <i>Apple Corps Leader</i>	2021 – 2022
Sigma Phi Omega Cougar Chapter, <i>Service Chair</i>	2018 – 2019