

Yoko Matsumoto Negoro

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Education

The Pennsylvania State University, University Park, PA

August 2022 – Aug 2026

College of Health and Human Development

The School of Hospitality Management

Ph.D. Candidate in Hospitality Management

Minor: Human Resources and Labor Relations

(Expected Defense in April 2026)

Dissertation: *Leaving or Staying? A Latent Profile Analysis of Occupational Turnover Motivation Profiles Among Hospitality Employees*

Dissertation Chair: Dr. Michael J. Tews

Committee Members: Dr. Heyao (Chandler) Yu, Dr. Phillip Jolly
and Dr. Dorothea Roumpi

University of Central Florida, Orlando, FL

August 2014 – August 2016

Rosen College of Hospitality Management

Master of Science in Hospitality & Tourism Management

Thesis: Negoro, Y. (2016). *The role perception of Organizational Citizenship Behavior in the Japanese hospitality industry: Culture-based characteristics and generational difference.*

Rikkyo University, Tokyo, Japan

April 2005 – March 2009

Tourism Department, Tourism major

Bachelor of Arts in Tourism

Research Focus

- **Employee Retention and Career Sustainability in Hotel Operations and Development**
Examining how people management systems promote retention and strengthen hotel performance.
- **Strategic Recruitment and Workforce Planning for Hotel Performance**
Exploring how HR decisions enhance service quality, customer loyalty, and financial outcomes.
- **Employee Development and Human Capital Investment for Service Excellence**
Investigating how organizational initiatives enhance employee well-being and performance, leading to increased service quality and customer satisfaction in hotels.

Qualification Summary

- Over fifteen years of professional experience in *hotel operations and management*, including the development and opening of new hotel properties.
- Direct experience in *revenue management, forecasting, and digital marketing* for multi-hotel properties.
- Research focuses on lodging management, especially employee systems and outcomes of HR practice.
- Experienced teaching at the undergraduate, *graduate*, and *executive levels*, including data analytics courses emphasizing revenue forecasting and data-driven decision-making for hotel operations.
- Skilled in *in-person, synchronous, asynchronous, and hybrid* instruction.
- Proficient in advanced quantitative and experimental research methods applicable to hospitality management, including Multilevel Modeling, Cross-level Mediation and Moderation, Growth-Curve Modeling, Experience Sampling, Person-Centered Mixture Modeling, and Psychometric Validation.

Honors and Awards

- **Best Paper Award at the 86th Annual Meeting of the Academy of Management, OB Division**
Topics: The influence of coworkers' perception on perceived overqualification in the Adjustment Phase
- **Nominated for the Best Conference Paper Award** at the 30th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
Topics: Diversity and Minifigures: Using LEGO® to Understand Intersectionality in a Hospitality Context.
- **Recipient of the Doctoral Institute Scholarship**, Management and Organizational Behavior Teaching Society (MOBTS), 2025.
Awarded the scholarship to attend the annual MOBTS conference.

Peer-Reviewed Journal Publications

1. **Negoro, Y. M.**, Lei, Y., Yu, H., & Tews, M. J. Reasonable for my coworkers, but not for me: Perceived overqualification and the perception of illegitimate tasks in the tourism and hospitality industry, *International Journal of Hospitality Management*.
2. Yu, H., **Negoro, Y. M.**, Tews, M. J., Chen, X., & Zhang, Z. (2025). Coping with perceived overqualification: The effect of coping strategies on employee outcomes in the hospitality industry. *International Journal of Hospitality Management*, 129, 104208.
3. **Negoro, Y.**, Pons, S. T., Little, T. A., Tews, M. J., Quadri-Felitti, D., & Jolly, P. M. (2025). Exploring the Untapped Workforce Potential of Employees with Intellectual and Developmental Disabilities in the Hotel Industry: Where to Start. *ICHRIE Research Reports*, 10(3), 3.

Manuscripts Under Review

1. Kim M., & **Negoro, Y. M.**, From Culture to Conduct: Exploring the Role of Cultural Factors in Shaping Japanese Employees' Work Behaviors. Manuscript under the 1st round review
2. Tews, M. J, John W. M., & **Negoro, Y. M.**, Fun and Play at Workplace Review. Stage. 1st round revision, *Book Chapter*
3. Yu, H., & **Negoro, Y. M.**, When Stress Drives the Sip: The Role of Arousal and Cognitive Activation in Drinking Behavior. Stage: Submitted, *International Journal of Contemporary Hospitality Management*

Manuscripts in Progress

1. Lei Y, **Negoro, Y. M.**, Yu H, & Tews M. J. The Influence of Service Climate on Perceived Illegitimate Tasks in the Restaurant Industry: The Mediating Effect of Customer Orientation. Stage: **Finalizing**, Targeted journal: *International Journal of Contemporary Hospitality Management*
2. **Negoro, Y. M.**, Yu H, & Tews, M. J. The influence of coworkers' perception on perceived overqualification in the tourism and hospitality industry. Stage: **Finalizing**, Targeted journal: *Human Relations*
3. **Negoro, Y. M.**, Yu H, & Tews, M. J. The Trajectory of Perceived Overqualification During Hospitality Internships. Stage: **Finalizing**, Targeted journal: *Tourism Management*
4. **Negoro, Y. M.**, Yu, H, & Tews, M. J. Stress Bragging: Unpacking the Behavioral Markers and Impacts of Stressful Status Signaling in the Workplace. Stage: **3rd Data collection**, Targeted journal: *International Journal of Contemporary Hospitality Management*
5. Carter, K. M., Conroy, S. A., Roumpi, D., & **Negoro, Y. M.** High-performance work systems and employee well-being: A narrative and meta-analytic review. Stage: **Data collection**, Targeted journal: *Academy of Management Journal*

Research Forums / Conference Proceedings

1. **Negoro, Y. M.**, Yu, H., Lei, Y., & Lee, L. *Applying Person-Centered Analyses in Tourism and Hospitality Management: A Review and Best Practices*. Oral presentation at the Annual International Council on Hotel, Restaurant, and Institutional Education Conference, Indianapolis, Indiana. June 2025
2. **Negoro, Y. M.**, Yu, H., & Tews, M. J. *Stress bragging: Unpacking the behavioral markers and impacts of stressful status signaling in the workplace*. Oral presentation at the Annual Asia-Pacific Council on Hotel, Restaurant, and Institutional Education Conference, Chiang Mai, Thailand. May 2025
3. Kim, M., & **Negoro, Y. M.** *From culture to conduct: Exploring the role of cultural factors in shaping Japanese employees' work behaviors*. Oral presentation at the Global Hospitality and Tourism Research Summit, Fukuoka, Japan. May 2025
4. **Negoro, Y. M.**, Yu, H., & Tews, M. J. *In the eyes of recruiters: Understanding stereotypes of overqualification in the tourism and hospitality industry*. Poster presentation at the Global Hospitality and Tourism Research Summit, Fukuoka, Japan. May 2025
5. **Negoro, Y. M.**, Lei, Y., Yu, H., & Tews, M. J. *Reasonable for my coworkers, but not for me: Perceived overqualification and the perception of illegitimate tasks in the tourism and hospitality industry*. Oral presentation at the 30th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX. January 2025
6. Lei, Y., **Negoro, Y. M.**, Yu, H., & Tews, M. J. *The influence of service climate on perceived illegitimate tasks in the restaurant industry: The mediating effect of customer orientation*. Oral presentation at the 30th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX. January 2025
7. Pons, S., Tews, M. J., & **Negoro, Y. M.** *Diversity and Minifigures: Using LEGO® to Understand Intersectionality in a Hospitality Context*. Oral presentation at the 30th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX. January 2025
8. **Negoro, Y. M.**, Yu, H., & Tews, M. J. *The influence of coworkers' perceptions on perceived overqualification in the hospitality industry*. Poster presentation at the Annual International Council on Hotel, Restaurant, and Institutional Education Conference, Montreal, Canada. July 2024
9. **Negoro, Y. M.**, Yu, C. H., & Tews, M. J. *The coping mechanism for perceived overqualification in the hospitality industry*. Oral presentation at the Annual Asia-Pacific Council on Hotel, Restaurant, and Institutional Education Conference, Seoul, South Korea. May 2024
10. **Negoro, Y. M.**, Pons, S. T., Little, T. A., & Tews, M. J. *Exploring coworker emotional labor and workplace friendship in the hospitality industry: More friends, closer to being "you" at work?* Oral presentation at the 29th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Miami, FL. January 2024
11. **Negoro, Y. M.**, Yu, C. H., & Tews, M. J. *The coping mechanism for perceived overqualification in the hospitality industry*. Presentation at the 29th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Miami, FL. January 2024
12. **Negoro, Y.** *The role perception of organizational citizenship behavior in the Japanese hospitality industry: Culture-based characteristics and generational difference*. Presentation at the University of Central Florida 10th Graduate Research Forum, Orlando, FL. April 2016

Grant Experience

The Pennsylvania State University, University Park, PA *The School of Hospitality Management*

1. Benchmarking Diversity in High-Level Hospitality Leadership, Round 2 (\$69,063). Summer 2025
PI: Dr. Phill M. Jolly. *American Hotel and Lodging Association Foundation*.
Result/Status: **Received**, Nov 2024.
 - Role: Research Assistant. Data Coding and Analysis.
2. Understanding Employment in the Hotel Industry for People with Disabilities, Phase 2 (\$100,699). Summer 2025
PI: Dr. Phill M. Jolly. *The Statler Foundation*. Result/Status: **Received**, Dec 2024.
 - Role: Research Assistant. Conducted survey design, data collection, and analysis for multi-site hotel study
3. Understanding Employment in the Hotel Industry for People with Disabilities, Phase 1 – Current Strengths, Weaknesses, and Opportunities for Expanding the Hotel Industry Labor Pool (\$62,500). Summer 2024
PI: Dr. Phill M. Jolly. *The Statler Foundation*. Result/Status: **Received**, Dec 2023.
 - Role: Research Assistant. Coauthored manuscripts and conference presentations based on project data
4. Benchmarking Diversity in High-Level Hospitality Leadership, Round 1 (\$44,434). Spring 2023
PI: Dr. Phill M. Jolly. *American Hotel and Lodging Association Foundation*.
Result/Status: **Received**, Oct 2022.
 - Role: Research Assistant. Data Coding and Analysis.

Teaching Experience

Teaching Course, The Pennsylvania State University

The School of Hospitality Management, University Park, PA

HM 210 Hospitality Culture Customs (online, max.150 students) Spring 2026

- **Fully online courses** with diverse student populations across the world.
- Explores cultural differences in norms, values, and social customs across the world.
- Develops students' understanding of diverse worldviews and intercultural awareness.

HM 366 Human Resources Management in Hospitality (in-person, 25 students) Fall 2025

Midterm Evaluation: Mode = 5, Median = 5 (out of 5)

- Taught core topics of HR, including legal foundations, recruitment and selection, training, performance management, compensation, unions, and turnover.
- Designed and facilitated applied learning projects, including discussions and activities, enabling students to analyze and present solutions to real HR challenges.

Guest Lecture, The Pennsylvania State University

The School of Hospitality Management, University Park, PA

HM560 Hospitality Data Analytics (hybrid, graduate-level; 7 students) Fall 2025

Topics: Introduced the concepts of **forecasting** analytics in hospitality operations.

- Discuss and illustrate **real-world challenges in revenue management** using industry-based examples.
- Explained **data analytics** usage in real-world operations.
- Demonstrated how to perform different types of forecasting with **Excel**.

HM860 Leading People and Teams (hybrid, graduate-level; 5 students)

Spring 2025

- **Co-teaching** through the semester and grading graduate students' weekly critiques.
- Create materials for **hybrid, asynchronous, synchronous, and in-person** sessions.

HM 490: Strategic Hospitality Management

Fall 2023

Topics: CSR Management in the Hospitality Industry (**in-person**, 25 students)

& Spring 2024

- Introduced the concepts of CSR and highlighted the role of stakeholders.

HM 366 Section 1 & 2: HR Management in Hospitality

Spring 2024

Topics: International Human Resources (**in-person**, 45 students & 25 students)

- Explored strategies for managing people across diverse cultural settings.

HM 280: Fundamentals of Hotel and Accommodations Management

Spring 2025

Topics: Introductory Human Resources Management 1 & 2 (**in-person**, 62 students)

- Provided an overview of core HR functions: recruiting, selecting, and onboarding.

HM 210: The Impact of Culture and Customs in Global Hospitality Environments

Fall 2023

Topics: Hofstede Cultural Difference (**in-person**, 63 students & 58 students)

& Spring 2024

- Introduced Hofstede's six cultural dimensions with hospitality-focused examples.

Teaching Assistant Experiences – In-class Assistant & Grading

The Pennsylvania State University, University Park, PA

Fall 2022

The School of Hospitality Management

–Spring 2025

HM 490: Strategic Hospitality Management (in-person, Fall 2024 – Spring 2025)

HM 480: Applied Hospitality Concepts and Decision (in-person, Fall 2024 – Spring 2025)

HM 366 Section 1 & 2: HR Management in Hospitality (in-person, Spring 2024 – Fall 2024)

HM 280: Fundamentals of Hotel Management (in-person, Fall 2024 – Spring 2025)

HM 265: Teams and Leadership in the Hospitality Industry (in-person, Fall 2022 – Fall 2024)

HM 230: Introduction to Food Production and Service (in-person, Fall 2022 – Spring 2023)

HM 210: Culture and Customs in Global Hospitality (in-person, Fall 2023 – Fall 2024)

HM 203: Hospitality Professional Development Seminar (in-person, Fall 2022 – Fall 2023)

Other Guest Lecturer Experiences

Kobe International University, Hyogo, Japan

May 2024

Hospitality Management: Hattori Seminar (in-person, 23 students)

- Career Development in the Hospitality Industry

Rikkyo University, Tokyo, Japan

May 2024

Hotel Management: Kondo Seminar (in-person, 20 students)

- Career Development in the Hotel Industry

Rikkyo University, Tokyo, Japan

September 2023

Tourism Department: Career Development Seminar (in-person, 33 students)

- Internship and Careers in the Hospitality Industry

Tokai University, Tokyo, Japan May 2023
Tourism Department: Guest Service Class (in-person, 23 students)

- Career development and learning in Japan and the United States

Rikkyo University, Tokyo, Japan April 2017
Tourism Department Freshman Orientation (in-person, 370 students)

- Career and learning in Japan and the US

Industrial Seminar Guest Speaker

The Huge Resignation in the Hotel Industry Symposium May 2023
Panel discussion speaker (online Seminar, 58 participants)

Professional Experience

Academic and Research Appointments

The Pennsylvania State University, University Park, PA Fall 2025 –Spring 2026
The School of Hospitality Management
Adjunct Teaching Support

Human Resources and Labor Relations Department Fall 2025 –Spring 2026
Graduate Assistant
Dr. Dorothea, Roumpi

- HPWS Meta Analysis, Diversity Training Research Project

Dr. Hee Man Park

- Perceived Overqualification Research Project

The School of Hospitality Management Fall 2022 –Spring 2025
Graduate Assistant

Applied Linguistics Department
Research Assistant Summer 2023
Dr. Looney, Stephen Daniel

- Japanese translation, transcription, and data coding

University of Central Florida, Orlando, FL Spring 2015
Rosen College of Hospitality Management
Graduate Teaching Assistant
Dr. Jeong-Yeol Park

- Hospitality Industry Financial Accounting

Industry Professional Experience

Human Resources Assistant Manager (full-time) October 2016 – June 2022
KPG HOTEL&RESORT Inc., Okinawa, Japan

- Trained and educated a variety of employees **from the front line to executives** in the industry
- **Developed over 30 collaborative credit-bearing courses and paid internship programs** with domestic and international universities
- Awarded MVP in PHM General Manager Training, which included performing in **revenue management, digital marketing, customer journey design, and labor optimization**
- Engaged in **pre-opening operations** and workforce planning for **two new hotel developments**
- Led freshman recruitment initiatives across seven hotel properties
- Managed more than 300 visa applications for international staff members

- Participated in the pre-opening development and recruitment for a newly opened hotel.
- Designed and mentored a career development system for new employees

Restaurant Head Server (part-time)

August 2015 – June 2016

Sushi Kichi LLC., Orlando, FL

- In charge of guest service in the Japanese dining restaurant
- Trained new staff to operate a lunch and dinner shift as a team

Food & Beverage Department Captain (full-time)

April 2009 – June 2013

Restaurant the Terrace & Chinese Dining Ryutenmon

The Westin Hotel Tokyo, Tokyo, Japan

- Managed **digital restaurant reservation services** and **online promotions**
- **Forecasting** the reservations to control staffing and training
- Selected as one of the “Significant contributors” in 2011
- Area in charge of the 1-star Michelin restaurant
- In charge of seasonal promotions, training, and service standards

DCC -Tutoring for High School Students (part-time)

May 2005 – March 2009

Waseda Prep School, Tokyo, Japan

- Mentored more than 300 high school students in the Prep School
- Taught English and Japanese Ancient Literature classes (50 students)

Service and Outreach

HHD Graduate Student Council Representative

2024 – 2026

College of Health and Human Development, The Pennsylvania State University

- Represented the graduate students from the School of Hospitality Management; participated in council meetings and offered cross-departmental collaboration events.

President of the International Hospitality Research Society

2023 – 2024

The School of Hospitality Management, The Pennsylvania State University

- Organize and manage the organization’s funds, allocating them properly where needed.

Management Team Member, XPLANE – Graduate Study Abroad Support Community

Since 2022

A Nonprofit Organization funded by the U.S. Department of State and the U.S. Embassy in Japan

- Mentor and support a community of over 3,000 Japanese students preparing to apply for graduate study abroad programs, offering workshops and mentoring sessions.

Editorial and Reviewer Experiences

- Ad Hoc Reviewer, *International Journal of Hospitality Management*
- Ad Hoc Reviewer, *Journal of Hospitality and Tourism Management*
- Ad Hoc Reviewer, *International Journal of Stress Management*

Other Honors & Awards

- MVP in the 10th PHM Hotel General Manager Development Program, *Yadaya Daigaku, Japan* 2021
- Selected as a candidate for the Annual Order of Pegasus Award at UCF 2017

- Eta Sigma Delta International Hospitality Management Honored Society 2015
- Florida – Japan Linkage Institute Tuition Exemption Program Award 2015
- Social Tables WEC scholarship student in IMEX-MPI-MCI Future Leaders Forum 2015 2015
- Harris Rosen Hospitality Management Scholarship 2015

Certifications

- Schreyer Institute for Teaching Excellence**, The Pennsylvania State University 2024
- A multidisciplinary six-week course on successful teaching strategies for faculty and graduate students.
- Schreyer Instructional Foundations**, The Pennsylvania State University 2023
- A series of workshops designed to assist new faculty.
- Graduate Student Online Teaching Certificate**, The Pennsylvania State University 2023
- An online course designed to develop online teaching skills and competencies.
- Certified Industrial Hygienist, National License (Japan)**, Tokyo Since 2019
- Demonstrating expertise in workplace health and safety management.