

GARY MANFORD THOMPSON

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WWW page: <https://sha.cornell.edu/faculty-research/faculty/gmt1?id=84>
Marital status: married, with two grown children

Education:

- Ph.D. *Florida State University*, Tallahassee, Florida. Major area: Production/Operations Management. Minor area: Mathematics. Dissertation title: A comparison of techniques for scheduling non-homogeneous employees in a service environment subject to non-cyclical demand. 1988
- M.B.A. *University of Western Ontario*, London, Ontario, Canada. 1982
- B.Sc. First Class Honours (Biology). *University of New Brunswick*, Saint John, New Brunswick, Canada. 1980

Academic Experience:

Cornell College of Business, Cornell University, Ithaca, NY.

Area Coordinator for Operations, Technology & Information Management: Jul 2016 to Jun 2022

Nolan School of Hotel Administration, Cornell University, Ithaca, NY.

Professor of Service Operations Management: July 2003 to present

Executive Director, The Center for Hospitality Research: July 2003 to June 2006

Associate Professor of Service Operations Management (tenured): July 1999 to June 2003

Associate Professor of Service Operations Management (untenured): July 1995 to June 1999

Courses taught:

- AEM 6940 Python Programming (elective for Dyson graduate students)
HADM 175 Introductory Quantitative Methods (Required undergraduate course)
HADM 2010 Hospitality Quantitative Analysis (Required undergraduate course)
HADM 3010 Service Operations Management (Required undergraduate course)
HADM 371 Hospitality Quantitative Analysis (Required undergraduate course)
HADM 3710/6710 Python Programming (Undergraduate & graduate elective)
HADM 4010/6010 Data Driven Analytics (Graduate & undergraduate elective)
HADM 4070/6070 Hospitality Operations and Consulting (Graduate & undergraduate elective)
HADM 604/674 Service Operations Management (Graduate elective)
HADM 6060 Restaurant Revenue Management (Graduate elective)
HADM 607 Service Process Design (Graduate elective)
HADM 7030/7703 Operations Management (Required masters' level course)
Advanced Decision Making (Executive education course)
Forecasting and its Application in the Hospitality Industry (Executive education course)
Operations Management for the Hospitality Industry (Executive education course)
Workforce Staffing and Scheduling (Executive education course)

Eccles School of Business, University of Utah, Salt Lake City, Utah. Courses taught:

- MGT 366 - Introductory Production/Operations Management (Undergraduate level)
- MGT 603 - Introductory Production/Operations Management (MBA level)
- MGT 664 - Design of Operations Management Systems (MBA level)
- MGT 667 - Advanced Operations Management (MBA level case class)
- MGT 671 - Operations Research for Management Decisions (Executive MBA level)
- MGT 791 - Ph.D. Seminar in Production and Operations Management (topic varies)

Associate Professor (tenured): July 1994 to June 1995

Assistant Professor (untenured): Sept. 1987 to June 1994

Florida State University, Tallahassee, Florida. Courses taught:

- MAN 3504 - Operations Management
- QMB 4700 - Operations Research for Managerial Decisions
- COC 3211 - Computer Concepts for Business

Graduate Teaching and Research Assistant: August 1984 to August 1987

Acadia University, Wolfville, Nova Scotia, Canada. Classes taught:

- BUSI 2806 - Quantitative Analysis for Management Decisions (a 2-semester course)
- BUSI 2743 - Introduction to Organizational Theory
- BUSI 1713 - Introduction to Business I
- BUSI 1723 - Introduction to Business II

Lecturer: September 1983 to May 1984

Refereed Articles Published:

52. Dixon, M.J. & G. M. Thompson. "The impact of timing and bundling flexibility on affect-based service package design." *Decision Sciences*, vol. 50, no. 5, 2019, 948-984.
51. Thompson, G. M. "The value of timing flexibility in restaurant reservations." *Cornell Hospitality Quarterly*, vol. 60, no. 4, 2019, 378-388.
50. Dixon, M.J. & G. M. Thompson. "Bundling and scheduling service packages with customer behavior: model and heuristic." *Production and Operations Management*, vol. 25, no. 1, 2016, 36-55.
49. Thompson, G. M. "An evaluation of integer programming models for restaurant reservations." *Journal of Revenue and Pricing Management*, vol. 14, no. 5, 2015, 305-320.
48. Thompson, G. M. "Deciding whether to offer "early-bird" or "night-owl" specials in restaurants: a cross-functional view." *Journal of Service Research*, vol. 18, no. 4, 2015, 498-512.
47. Thompson, G. M. "An evaluation of rules for assigning tables to walk-in parties in restaurants." *Cornell Hospitality Quarterly*, vol. 56, no. 1, 2015, 91-105.

46. Thompson, G. M. & S. A. Mutkoski. "Reconsidering the 1855 Bordeaux classification of the Médoc and Graves using wine ratings from 1970-2005." *Journal of Wine Economics*, vol. 6, no. 1, 2011, 15-36.
45. Thompson, G. M. "Inaccuracy of the 'naïve table mix' calculations." *Cornell Hospitality Quarterly*, vol. 52, no. 3, 2011, 241-252.
44. Thompson, G. M. "Cherry-picking customers by party size in restaurants." *Journal of Service Research*, vol. 14, no. 2, 2011, 201-213.
43. Thompson, G. M. & H. J. Sohn. "Time- and capacity-based measurement of restaurant revenue." *Cornell Hospitality Quarterly*, vol. 50, no. 4, 2009, 520-539.
42. Kwortnik, R. J. & G. M. Thompson. "Unifying service marketing and operations with service experience management." *Journal of Service Research*, vol. 11, no. 4, 2009, 389-406.
41. Thompson, G. M. "(Mythical) revenue benefits of reducing dining duration in restaurants." *Cornell Hospitality Quarterly*, vol. 50, no. 1, 2009, 96-112.
40. Thompson, G. M. & R. J. Kwortnik. "Pooling restaurant reservations to increase service efficiency." *Journal of Service Research*, vol. 10, no. 4, 2008, 335-346.
39. Thompson, G. M. & M. E. Pullman. "Scheduling workforce relief breaks in advance versus in real-time." *European Journal of Operational Research*, vol. 181, 2007, 139-155.
38. Reynolds, D. & G. M. Thompson. "Multiunit restaurant productivity assessment using data envelopment analysis." *International Journal of Hospitality Management*, vol. 26, no. 1, 2007, 20-32.
37. Thompson, G. M. & J. C. Goodale. "Variable employee productivity in workforce scheduling." *European Journal of Operations Research*, vol. 170, no. 2, 2006, 376-390.
36. Kimes, S. E. & G. M. Thompson. "An evaluation of heuristic methods for determining the best table mix in full-service restaurants." *Journal of Operations Management*, vol. 23, no. 6, 2005, 599-617.
35. Thompson, G. M. "Improving university course schedules using information on unconstrained demand for courses." *Journal of Operations Management*, vol. 23, no. 2, 2005, 197-208.
34. Kimes, S. E. & G. M. Thompson. "Restaurant revenue management at Chevys: determining the best table mix." *Decision Sciences*, vol. 35, no. 3, 2004, 371-392.
33. Goodale, J. C. & G. M. Thompson. "A comparison of heuristics for assigning individual employees to labor tour schedules." *Annals of Operations Research*, vol. 128, 2004, 47-63.
32. Thompson, G. M. "Planning interval duration in labor shift scheduling." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 45, no. 2, February 2004, 145-157.
31. Saxer, S. & G. M. Thompson. "Optimizing a law school's course schedule." *Pierce Law Review*, vol. 1, no. 3/4, May 2003, 181-196.

30. Thompson, G. M. & R. Verma. "Computer simulation in hospitality teaching, practice and research." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 44, no. 2, April 2003, 85-93. Reprinted in Chinese in *The Hotel Management*, September 2003, 168-162.
29. Thompson, G. M. "Optimizing restaurant table configurations: specifying combinable tables." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 44, no. 1, February 2003, 53-60.
28. Pullman, M. E. & G. M. Thompson. "Strategies for integrating capacity with demand in service networks." *Journal of Service Research*, vol. 5, no. 3, February 2003, 169-183.
27. Pullman, M. E. & G. M. Thompson. "Evaluating capacity and demand management decisions in a ski resort." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 43, no. 6, December 2002, 25-36.
26. Hinkin, T. R. & G. M. Thompson. "SchedulExpert: Course scheduling in the Cornell University School of Hotel Administration." *Interfaces*, vol. 32, no. 6, Nov-Dec 2002, 47-57.
25. Thompson, G. M. "Optimizing a restaurant's seating capacity: use dedicated or combinable tables?" *Cornell Hotel and Restaurant Administration Quarterly*, vol. 43, no. 3, August 2002, 48-57.
24. Thompson, G. M. "Improving conferences through session scheduling." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 43, no. 3, June 2002, 71-76.
23. Verma, R., G. M. Thompson, W. L. Moore & J. J. Louviere. "Effective product/service design by integrating customer preferences, production cost and operating difficulty." *Decision Sciences*, vol. 32, no. 1, Winter 2001, 165-193.
22. Verma, R. & G. M. Thompson. Managing service operations based on customer preferences. *International Journal of Operations and Production Management*, vol. 19, no. 9, 1999, 891-908.
21. Thompson, G. M. "Labor scheduling, part 4: controlling workforce schedules in real time." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 40, no. 3, June 1999, 85-96.
20. Brusco, M. J., L. W. Jacobs & G. M. Thompson, "A morphing procedure to supplement a simulated annealing heuristic for cost- and coverage-correlated set-covering problems." *Annals of Operations Research*, vol. 86, 1999, 611-627.
19. Thompson, G. M. "Labor scheduling, part 3: developing a workforce schedule." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 40, no. 1, February 1999, 86-96.
18. Verma, R., G. M. Thompson & J. J. Louviere. "Configuring service operations in accordance with customer needs and preferences." *Journal of Service Research*, vol. 1, no. 3, February 1999, 262-274.
17. Thompson, G. M. "Labor scheduling, part 2: knowing how many on-duty employees to schedule." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 39, no. 6, December 1998, 26-37.

16. Thompson, G. M. "Labor scheduling, part 1: forecasting demand." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 39, no. 5, October 1998, 22-31. Reprinted in Chinese in *The Hotel Management*, August 1999, 172-176.
15. Thompson, G. M. "Labor staffing and scheduling models for controlling service levels." *Naval Research Logistics*, vol. 44, 1997, 719-740.
14. Thompson, G. M. "Assigning telephone operators to shifts at NBTel." *Interfaces*, vol. 27, no. 4, July-August 1997, 1-11.
13. Verma, R. & G. M. Thompson. "Discrete choice analysis in hospitality management research." *Journal of Hospitality and Tourism Research*, vol. 21, no. 1, 1997, 28-47.
12. Brusco, M. J., G. M. Thompson, & L. W. Jacobs. "A morph-based simulated annealing heuristic for a modified bin-packing problem." *Journal of the Operational Research Society*, vol. 48, 1997, 433-439.
11. Verma, R. & G. M. Thompson. "Basing service management on customer determinants: the importance of hot pizza." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 37, no. 3, June 1996, 18-23.
10. Thompson, G. M. "Controlling action times in daily workforce schedules." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 37, no. 2, April 1996, 82-96.
9. Thompson, G. M. "Optimal scheduling of shifts and breaks using employees having limited time-availability." *International Journal of Service Industry Management*, vol. 7, no. 1, 1996, 56-73.
8. Thompson, G. M. "A simulated-annealing heuristic for shift scheduling using non-continuously available employees." *Computers and Operations Research*, vol. 23, no. 3, March 1996, 275-288.
7. Thompson, G. M. "Labor scheduling using NPV estimates of the marginal benefit of additional labor capacity." *Journal of Operations Management*, vol. 13, no. 1, July 1995, 67-86.
6. Thompson, G. M. "Improved implicit optimal modeling of the labor shift scheduling problem." *Management Science*, vol. 41, no. 4, April 1995, 595-607.
5. Bechtold, S. E. & G. M. Thompson. "Optimal scheduling of a flexible-duration rest period for a work group." *Operations Research*, vol. 41, no. 6, November-December 1993, 1046-1054.
4. Thompson, G. M. "Representing employee requirements in labor tour scheduling." *Omega*, vol. 21, no. 6, November 1993, 657-671.
3. Thompson, G. M. "Accounting for the multi-period impact of service when determining employee requirements for labor scheduling." *Journal of Operations Management*, vol. 11, no. 3, September 1993, 269-287. This paper was one of three finalists in the 1994 Second Annual "Best Paper of the Year" competition at the David Eccles School of Business.

2. Thompson, G. M. "Improving the utilization of front-line service delivery system personnel." *Decision Sciences*, vol. 23, no. 5, September-October 1992, 1072-1098. This paper received first place in the 1993 First Annual "Best Paper of the Year" competition at the David Eccles School of Business.
1. Thompson, G. M. "Shift scheduling in services when employees have limited availability: an LP approach." *Journal of Operations Management*, vol. 9, no. 3, August 1990, 352-370.

Other Publications—Invited Articles:

2. Thompson, G. M. "A scientific approach to managing hospitality operations." *The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice*, Wiley, 2011, 127-141.
1. Thompson, G. M. "Restaurant profitability management: the evolution of restaurant revenue management." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 51, no. 3, August 2010, 308-322.

Other Publications—Reports and Tools:

29. Thompson, G. M. "Wine cellar management tool, version 4.0." A Cornell Hospitality Tool of The Center for Hospitality Research at Cornell University, 2020.
28. Thompson, G. M. "Managing a wine cellar using a spreadsheet 4.0." A research report of *The Center for Hospitality Research* at Cornell University, 2020.
27. Enz, C. A. & G. M. Thompson. "Duty of Care Benchmarking Tool." A Cornell Hospitality Tool of The Center for Hospitality Research at Cornell University, 2020.
26. Enz, C. A. & G. M. Thompson. "The Disaster Recovery Priority Ranking Tool: a thinking tool for prioritizing post-COVID-19 recovery initiatives." A Cornell Hospitality Tool of The Center for Hospitality Research at Cornell University, 2020.
25. Pirani, S. I, H. A. Arafat & G. M. Thompson. "FRESH: A foodservice sustainability rating for hospitality sector events." A Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2016.
24. Thompson, G. M. "Early Bird and Night Owl tool: a tool for predicting the value of these specials in restaurants." A Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2016.
23. Thompson, G. M. "Food preparation scheduling tool." A Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2016.
22. Thompson, G. M. "Wine cellar management tool, version 3.0." A Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2016.
21. Thompson, G. M. "Restaurant Reservations Optimization Tool." A Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2015.
20. Enz, C. A. & G. M. Thompson. "Options Matrix Tool." A Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2013.

19. Needles, A. M. & G. M. Thompson. "Social media use in restaurants: a work in progress." A research report of The Center for Hospitality Research at Cornell University, vol. 13, no. 7, 2013, pp. 13.
18. Thompson, G. M. "*Restaurant Table Simulator v2012*," a Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2012.
17. Thompson, G. M. "*Service Simulator*," a Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2011.
16. Enz, C. A. & G. M. Thompson. "Hotel Competitor Analysis Tool," a Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2011.
15. Thompson, G. M. "Wine cellar management tool, version 2.0," a Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2010.
14. Thompson, G. M. "Revenue management forecasting aggregation analysis tool," a Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2009.
13. Thompson, G. M. "Wine cellar management tool," a Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2009.
12. Thompson, G. M. "Managing a wine cellar using a spreadsheet." A research report of *The Center for Hospitality Research* at Cornell University, vol. 9, no. 9, 2009, pp. 20.
11. Thompson, G. M. & E. D. Killam. "Forecasting covers in hotel food and beverage outlets." A research report of *The Center for Hospitality Research* at Cornell University, vol. 8, no. 16, 2008, pp. 13.
10. Thompson, G. M., S. A. Mutkoski, Y. Bae, L. Ielacqua & S. B. Oh. "An analysis of Bordeaux wine ratings, 1970-2005: implications for the existing classification of the Médoc and Graves." A research report of *The Center for Hospitality Research* at Cornell University, vol. 8, no. 11, 2008, pp. 15.
9. Thompson, G. M. & H. J. Sohn. "Accurately estimating restaurant time-based revenues using revenue per available seat hour." A research report of *The Center for Hospitality Research* at Cornell University, vol. 8, no. 9, 2008, pp. 15.
8. Thompson, G. M. & S. A. Mutkoski. "Optimizing a Personal Wine Cellar." A research report of *The Center for Hospitality Research* at Cornell University, vol. 8, no. 5, 2008, pp. 14.
7. Thompson, G. M. "Workforce staffing optimizer," a Cornell Hospitality Tool of *The Center of Hospitality Research* at Cornell University, 2007.
6. Thompson, G. M. "Restaurant capacity effectiveness: leaving money on the tables." A research report of *The Center for Hospitality Research* at Cornell University, vol. 7, no. 7, 2007, pp. 10.
5. Thompson, G. M. "Restaurant table-mix optimizer," a Cornell Hospitality Tool of *The Center for Hospitality Research* at Cornell University, 2005.
4. Thompson, G. M. & A. Failmezger. "Why customers shop around: a comparison of hotel room rates and availability across booking channels." A research report of *The Center for Hospitality Research* at Cornell University, vol. 5, no. 2, 2005, pp. 12.

3. Thompson, G. M. "Workforce scheduling: a guide to the hospitality industry." A research report of *The Center for Hospitality Research* at Cornell University, vol. 4, no. 6, 2004, pp.
2. Thompson, G. M. "Dedicated or combinable? A simulation to determine optimal restaurant configuration." A research report of *The Center for Hospitality Research* at Cornell University, 2003, pp. 16.
1. Reynolds, D. & G. M. Thompson. "Multiunit restaurant-productivity assessment: A test of data envelopment analysis." A research report of *The Center for Hospitality Research* at Cornell University, 2002, pp. 20.

Other Publications—Short Articles:

2. Thompson, G. M. "Tackling the investment decision as a 'Newsvendor Problem'." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 48, no. 1, February 2007, 101-104.
1. Thompson, G. M. "Labor scheduling: a commentary." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 44, no. 5&6, October-December 2003, 149-155.

Other Publications—Columns:

13. Thompson, G. M. "On the role of the hospitality industry in extreme events; bidding farewell." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 47, no. 2, May 2006, 96-97.
12. Thompson, G. M. "The industry-academe connection: relevance matters." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 47, no. 1, February 2006, 4-5.
11. Thompson, G. M. "Profile of a leader: leading by example." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 46, no. 4, November 2005, 384-386.
10. Thompson, G. M. "Reflections on our recent subscriber survey." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 46, no. 3, August 2005, 296-298.
9. Thompson, G. M. "Hotel room rates across booking channels." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 46, no. 2, May 2005, 106-107.
8. Thompson, G. M. "What do these people know that you don't?" *Cornell Hotel and Restaurant Administration Quarterly*, vol. 46, no. 1, February 2005, 4-5.
7. Thompson, G. M. "Tools for the hospitality industry." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 45, no. 4, November 2004, 304-305.
6. Thompson, G. M. "Research and The Center for Hospitality Research." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 45, no. 3, August 2004, 212-213.
5. Thompson, G. M. "An invaluable resource." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 45, no. 2, May 2004, 104-105.
4. Thompson, G. M. "Welcoming Sage Publications." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 45, no. 1, February 2004, 4-5.

3. Thompson, G. M. "Research reflections." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 44, no. 5&6, October-December 2003, 3.
2. Thompson, G. M. "Reflections on operations management research in business schools." *POMS Chronicle*, vol. 10, no. 2, December 2003, 12-13.
1. Thompson, G. M. "Passing the Baton." *Cornell Hotel and Restaurant Administration Quarterly*, vol. 44, no. 4, August 2003, 3.

Other Publications—Book Reviews:

1. Thompson, G. M. "Review of "Food Supply Chain Management: Economic, Social and Environmental Perspectives" by Madeleine Pullman and Zhaohui Wu." *Journal of Wine Economics*, vol. 7, no. 12, 2012, 269-270.

Revised Manuscripts & Tools under Review:

Manuscripts & Tools under Review:

Manuscripts & Tools under Revision:

Current & Planned Working Papers & Projects:

1. Thompson, G. M. "Increasing diversity and student performance via managed teamwork." Planned for submission to an education-focused outlet in 2025.
2. Thompson, G. M. "An approach for determining whether a restaurant is ripe for cherry-picking its customers." Planned for submission to the *Cornell Hospitality Quarterly* in 2024.
3. Thompson, G. M. "Holistic scheduling of university course final project due dates." Target: an operations management journal or an education focused outlet.
4. Thompson, G. M. "A comparison of Academic Integrity violations in a Business Statistics course pre-Covid, during Covid, and post-Covid." Target: education-focused outlet.
5. Thompson, G. M. "Wine cellar optimization." Target: possibly the *Journal of Wine Economics*.

Presentations:

Numerous presentations at academic and industry conferences, beginning in 1986.

Service to Cornell University:

Editor, Cornell Hospitality Quarterly	August 2023-present
Chair, Nolan Academic Integrity Hearing Board	July 2023-present
Member, College FAC Committee	July 2024-present

Member, Cornell Academic Integrity Working Group	Fall 2024-present
Chair, Assistant Professor Interim Review Committee for Marie Ozanne	Spring 2005
Member, Nolan Graduate Admissions Committee	Fall 2002-June 2010, July 2011-Present
Member, Tenure/Promotion Review Committee for Yao Cui	Fall 2023
Member, Nolan Educational Policy Committee	July 2018-December 2023
Member, Nolan Academic Integrity Hearing Board	Fall 2022-Spring 2023
Member, Dyson Curriculum Review Committee	Fall 2022-Spring 2023
Teaching mentor for Meng Qi and Ruihao Zhu	Fall 2022-Spring 2023
Member, Tenure/Promotion Review Committee for William Schmidt	Fall 2022
Chair, Senior Lecturer Promotion Committee for Bradford Wellstead	Fall 2022
Chair, Lecturer Reappointment Committee for Dave Roberts	Fall 2022
Member, Full Professor Review Committee for Todd Schmidt	Fall 2021-Spring 2022
Organizer, Restaurant Working Group research presentation series	2002-3, 2010-2012
Chair, Senior Lecturer Reappointment Committee for Reneta McCarthy	2014-2015
Chair, Lecturer Reappointment Committee for Mark McCarthy	2012-2013
Member, Nolan Faculty Policy Committee	Fall 2009-2012
Chair, Full Professor Review Committee for Michael Sturman	Fall 2010-Spring 2011
Member, Food and Beverage Search committee	Spring 2010-Fall 2010
Chair, Interim Tenure Review Committee for Renata Kosova	Fall 2009-Spring 2010
Member, Tenure/Full Professor Review Committee for Crocker Liu	Spring 2009
Academic Area Director (Hospitality Facilities & Operations)	July 2006-June 2008
Member, Faculty Advisory Committee on Tenure Appointments (FACTA)	Fall 2004-Spring 2007
Chair, Full Professor Review Committee for Michael Lynn	Fall 2006-Spring 2007
Member, Research committee	Fall 1996-Spring 2001. Fall 2002-June 2006
Member, Faculty Policy Committee	Fall 1999-Spring 2001, Feb-June 2006
Chair, Operations Management Search committee (2 positions)	Fall 2005-Spring 2006
Chair, Ad Hoc Committee on Food & Beverage Concentrations	Fall 2005-Spring 2006
Member, Tenure Review Committee for Arturs Kalnins	Fall 2005-Spring 2006
Member, Interim Tenure Review Committee for Jack Corgel	Fall 2005-Spring 2006

Chair, Interim Tenure Review Committee for Erica Wagner	Fall 2004-Spring 2005
Chair, Tenure Review Committee for Alex Susskind	Fall 2003-Spring 2004
Chair, Interim Tenure Review Committee for Michael Sturman	Fall 2002-Spring 2003
Member, Undergraduate Interview Team	Spring 1996-Fall 1999
Chair, Information Systems Search Committee	Fall 1998-Spring 1999

Dissertations Chaired or Co-Chaired:

Rohit Verma, defended November 1995 (University of Utah), currently Professor of Service Operations Management at Cornell University.

John Goodale, defended January 1996 (University of Utah), currently Associate Professor at Southern Illinois University.

Madeleine (Mellie) Pullman, defended January 1997 (University of Utah), currently Professor at Portland State University.

Professional Service:

Have served as a referee for: *Annals of Hospitality Research, Cornell Center for Hospitality Research, Cornell Hospitality Quarterly, Decision Sciences, European Journal of Operations Research, Interfaces, International Journal of Wine Business Research, Journal of Hospitality and Tourism Research, Journal of Operations Management, Journal of Scheduling, Journal of Service Research, Management Science, Naval Research Logistics, Omega, Production and Operations Management, Service Industries Journal, Transportation Science* and other journals.

Have served on the editorial review boards of: *Cornell Hotel and Restaurant Administration Quarterly, the Journal of Operations Management, the Journal of Service Research, the Service Industries Journal, and Service Science.*

Awards:

2014. Best paper/presentation for "Wine Cellar Optimization," American Association of Wine Economists annual meeting, Walla Walla WA.

2011. Lifetime Achievement Award, College of Service Operations, Production and Operations Management Society.

2011. Paper of the Year Finalist, *Cornell Hospitality Quarterly*, for "Restaurant profitability management: the evolution of restaurant revenue management."

2010. Ted Teng '79 Dean's Teaching Excellence Award, School of Hotel Administration, Cornell University.

2010. Industry Relevance Award Finalist, Cornell University Center for Hospitality Research, for "Revenue Management Forecasting Aggregation Analysis Tool."

2003. Most Engaged Faculty Award, School of Hotel Administration, Cornell University.
Selected by MMH students.

1993. Best Paper Award. David Eccles School of Business, University of Utah.

Consulting & Business Experience:

Consultant to various companies on workforce scheduling, course scheduling and conference scheduling.

President and CEO of Thoughtimus® Inc., a small software firm focused on scheduling products (<http://thoughtimus.com>). The company's flagship product, ScheduleWhiz® Academic, has been used since 1999 for building and managing course schedules in over 40 post-secondary educational institutions worldwide.

Personal:

Retired hang glider pilot (Hang III rating). Longest flight was 158.6 miles, from Mt. Harrison, Idaho, to near Dell, Montana. This flight set the distance record for hang gliding flights originating in Idaho.

A big fan of Japanese selvedge jeans, in my free time I enjoy baking sourdough bread, bicycling, drinking fine red wine, exercising, gardening, listening to doom metal, long and power walks, playing video games (PS5 Pro & X Box Series X), reading, and answering students' emails.

January 1, 2025