

J. Bruce Tracey
Nolan School of Hotel Administration
SC Johnson College of Business
Cornell University
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ACADEMIC WORK EXPERIENCE

Area Chair, Management & Organizations	2021-present
Kenneth and Marjorie Blanchard Professor of Human Resource Management	2020-present
Professor	2013-present
Associate Dean for Academic Affairs	2016-2017
Academic Area Director	2002-2004, 2007-2009
Associate Professor	1999-2013
Assistant Professor	1993-1999
Visiting Assistant Professor	1992-1993
School of Hotel Administration SC Johnson College of Business Cornell University, Ithaca, NY	
Instructor	1990-1992
Management Department School of Business The State University of New York at Albany, Albany, NY	

Other Appointments:

Visiting Professor Kyoto University Kyoto, Japan	September-October 2022
W. James Whyte Visiting Research Fellowship University of Queensland Brisbane, Australia	October-November 2019
Visiting Professor Free University of Bolzano Brunico, Italy	July 2014, June 2016
Visiting Professor Aalto University Executive Education Helsinki, Finland	February 2012

Tracey, J. B., & Houran, J. (2021, October). Creating enchanted customer experiences. *Boston Hospitality Review*. <https://www.bu.edu/bhr/2021/10/04/creating-enchanted-customer-experiences/>

Houran, J. & Tracey, J.B. (2021, April 30). Memo to leaders: “Enchanted” marketplaces and workspaces are on the horizon. *Boston Hospitality Review*, <https://www.bu.edu/bhr/2021/04/30/creating-engaging-workspaces-and-experiences/>

Tracey, J.B. (2021, March 7). Re-thinking the future of hotel work. *Hotel Executive*, https://www.hotelexecutive.com/business_review/6888/re-thinking-the-future-of-hotel-work

Michel, J.W., Tews, M.J., and Tracey, J.B. (2020) Validating effective managerial behaviors for the hospitality industry. *International Journal of Contemporary Hospitality Management*, *32*, 2175-2193.

Tracey, J.B. and Swart, M.P. (2020). Training and development research in tourism and hospitality. *Tourism Review*, *75*, 256-259.

Tracey, J.B. & Warech, M. (2019, April 14). The future of hospitality work: Three questions for industry leaders. *Hotel Executive*, https://www.hotelexecutive.com/business_review/6064/the-future-of-hospitality-work-three-questions-for-industry-leaders.

Way, S.A., Wright, P., Tracey, J.B., and Isnard, J.F. (2018). HR flexibility: Precursors and the contingent impact on firm financial performance. *Human Resource Management*, *57*, 567-582.

Tracey, J.B. (2018). Hospitality training research: A review and implications for future study. In K. Brown (ed.), *The Cambridge Handbook of Workplace Training and Employee Development*. New York, NY: Cambridge University Press, 566-584.

Paşamehmetoğlu, A., Guchait, P., Tracey, J.B., Cunningham, C.R., and Lei, P. (2017). 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.

Tracey, J.B. & Sherman, A. (2016). Leadership. In J. Jafari and Xiao, H. (eds.), *Encyclopedia of Tourism*. Springer, Cham.

Tracey, J.B., Hinkin, T.R., Tran, L.B., Emigh, T., Kingra, M, Taylor, J., and Thorek, D. (2015). A field study of new employee training programs: Industry practices and strategic insights. *Cornell Quarterly*, *56*, 345-354.

Way, S.A., Tracey, J.B., Fay, C.H., Wright, P., Snell, S.A., Chang, S., & Gong, Y. Validation of a multi-dimensional HR flexibility measure. (2015). *Journal of Management*, *41*, 1098-1131.

Tracey, J.B. (2014). A review of human resources management research: The past 10 years and implications for moving forward. International Journal of Contemporary Hospitality Management, 26, 679-705.

Michel, J.W., Kavanagh, M.J., & Tracey, J.B. (2013). Got support? The impact of supportive work practices on the perceptions, motivation, and behavior of customer-contact employees. Cornell Quarterly, 54, 161-173. *Finalist for Best Paper Award*.

Tracey, J. B. (2012). A contextual, flexibility-based model of the HR-firm performance relationship. Management Decision, 50, 909-924.

Tews, M.J., Stafford, K, & Tracey, J.B. (2011). What matters most? The perceived importance of personality and general mental ability for staffing decisions. Cornell Quarterly, 52, 94-101. *Best Paper Award*.

Tracey, J.B. & Way. S.A. (2011). Making the most of your human capital. In M.C. Sturman, J.C. Corgel, & R. Verma (Eds.), The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice, 444-454.

Hinkin, T.R. & Tracey, J.B. (2010) What makes it so great? An analysis of HR practices among *Fortune's* best companies in the hospitality and service segments. Cornell Quarterly, 51, 158-170. *Finalist for Best Paper Award*.

Tracey, J.B. (2010). Human resources strategy in the hospitality industry: Where do we go from here? In C.A. Enz (Ed.), Cornell Handbook of Applied Hospitality Strategy, 493-499.

Tracey, J.B., Sturman, M.C., Shao, L. & Tews, M.J. (2010). The role of personality and general mental ability in predicting performance for new and experienced employees. In C.A. Enz (Ed.), Cornell Handbook of Applied Hospitality Strategy, 415-428.

Shay, J. & Tracey, J.B. (2009). Expatriate adjustment and performance: The mediating role of managerial practices. Journal of International Management, 15, 401-412.

Tews, M.J. & Tracey, J.B. (2009). Helping managers help themselves: The use and utility of on-the-job interventions to improve the transfer of interpersonal skills training. Cornell Quarterly, 50, 245-258.

Tews, M.J. & Tracey, J.B. (2008). An empirical examination of interventions for enhancing the effectiveness of interpersonal skills training. Personnel Psychology, 61, 375-401.

Tracey, J.B. (2008). Accounting for human resource flexibility: Commentary on "Human resource systems in Kenya." Cornell Quarterly, 49, 428-431.

Tracey, J.B. & Hinkin, T.R. (2008). Contextual factors and cost profiles associated with employee turnover. Cornell Quarterly, 49, 12-27. *Finalist for Best Paper Award*. Also

Sherwyn, D., Tracey, J.B., & Eigen, Z.J. (1999). In defense of mandatory arbitration of employment disputes: Saving the baby, tossing out the bath water, and constructing a new sink in the process. University of Pennsylvania Journal of Labor and Employment Law, 2, 73-150.

Hinkin, T.R. & Tracey, J.B. (1998). The service imperative: Factors driving meeting effectiveness. Cornell Quarterly, 39, 59-67. *Reprinted*, Cornell Quarterly, 44, 17-26.

Sherwyn, D. & Tracey, J.B. (1998). Sexual-harassment liability in 1998: Good news or bad news for employers and employees? Cornell Quarterly, 39, 14-21.

Tracey, J.B. and Hinkin, T.R. (1998). Transformational leadership, or effective managerial practices? Group and Organization Management, 23, 220-236.

Hinkin, T.R., Tracey, J.B., & Enz, C.A. (1997). Scale construction: Developing reliable and valid measurement instruments. Journal of Hospitality and Tourism Research [formerly, Hospitality Research Journal], 21, 100-120.

Shay, J.P. & Tracey, J.B. (1997). Expatriate managers: Reasons for failure and implications for training. Cornell Quarterly, 38, 30-35.

Sherwyn, D. and Tracey, J.B. (1997). Mandatory arbitration agreements: Implications for policy and practice. Cornell Quarterly, 38, 58-66.

Simons, T. & Tracey, J.B. (1996, May). Hospitality training toward the future. Cruise Industry News, 14-15.

Simons, T. & Tracey, J.B. (1996). Hospitality training for the next decade. Cruise Industry News Annual, 254-257.

Tracey, J.B. & Cardenas, C.G. (1996). Training effectiveness: An empirical examination of factors outside the training context. Hospitality Research Journal, 20, 113-123.

Tracey, J.B. & Hinkin, T.R. (1996). How transformational leaders lead in the hospitality industry. International Journal of Hospitality Management, 15, 165-176.

Tracey, J.B., Tannenbaum, S.I., & Kavanagh, M.J. (1995). Applying trained skills to the job: The importance of the work environment. Journal of Applied Psychology, 80, 239-252.

Tracey, J.B. & Tews, M. (1995). Training effectiveness: Accounting for individual characteristics and the work environment. Cornell Quarterly, 36, 36-41.

Hinkin, T.R. & Tracey, J.B. (1994). Transformational leadership in the hospitality industry. Hospitality Research Journal, 18, 49-63.

Tracey, J.B. & Hinkin, T.R. (1994). Transformational leaders in the hospitality industry.

Cornell Quarterly, 35, 18-24.

Yukl, G.A. & Tracey, J.B. (1992). Consequences of influence tactics used with subordinates, peers, and the boss. Journal of Applied Psychology, 77, 525-535.

PRESENTATIONS (refereed)

Le, V. & Tracey, J.B. (2022). Diversity, equity, and inclusion in the restaurant and foodservice sectors: State of the industry. Presented at the Annual Yale Bouchet Conference on Diversity and Graduate Education, New Haven, CT.

Le, V. & Tracey, J.B. (2022). An empirical examination of employee perceptions about working in the restaurant and foodservice industry, job satisfaction, and generational influences. Presented at the 27th Annual Graduate Education & Research Conference in Hospitality and Tourism, Houston, TX.

Houran, J., Tracey, J. B., & Lange, R. (2019). Using covert response biases in psychometric assessments to bolster job candidate interviews: An example with hospitality roles. In *Proceedings of the 62nd ISI World Statistics Congress 2019: Special Topic Session: Vol. 4* (pp. 39-47). Department of Statistics Malaysia (DOSM). <https://www.isi2019.org>

Houran, J., Tracey, J.B., & Lange, R. (2017). The hospitality X-factor in non-management employees, psychometrically speaking. Presented at the Cornell Hospitality Research Summit, Ithaca, NY.

Murphy, J., Tracey, J.B., and O'Connor, P. (2016). Insights into Hospitality and Tourism MOOCs, A year later. Presented at the Annual ICHRIE Summer Conference, Dallas, TX.

Murphy, J., Horton-Tognazzini, L., & Tracey, J.B. (2016). MOOC Camp: A flipped classroom and blended learning model. Presented at the Annual ENTER 2016 Conference, Bilbao, Spain.

Tracey, J.B., Murphy, J., and Horton-Tognazzini, L. (2016). A framework for assessing MOOCs in applied hospitality and tourism settings. Presented at the Annual ENTER 2016 Conference, Bilbao, Spain.

Horton-Tognazzini, L., Murphy, J., Tracey, J.B., and Hara, T. (2015). MOOCs: The ideal is taking off in tourism. Presented at the Annual APacCHRIE Conference, Auckland, New Zealand.

Murphy, J., Tracey, J.B., and Hara, T. (2015). Massive Open Online Courses (MOOCs) in hospitality and tourism. Presented at the Annual ICHRIE Summer Conference, Orlando, FL.

Guchait, P., Paşamehmetoğlu, A. and Tracey, J.B. (2014). Supervisor and coworker support for error management: Impact on employees' service recovery performance and helping

Tracey, J.B. (2022). The future of hospitality work and implications for hospitality research. Managing Tourism Across Continents-MTCON 2022, Antalya, Turkey.

Chon, K., Okumus, F., and Tracey, J.B., (2022). A session with three editors: Discussions on research and publication. The 27th Annual Graduate Education & Research Conference in Hospitality and Tourism, Houston, TX

Chon, K., Okumus, F., and Tracey, J.B., (2021). A session with three editors: Discussions on research and publication. The 26th Annual Graduate Education & Research Conference in Hospitality and Tourism, Houston, TX.

Abarbanel, B., Chon, K., Kamdampully, J., and Tracey, J.B., (2020). Meet the editors: Tips for successful journal publishing. The 25th Annual Graduate Education & Research Conference in Hospitality and Tourism, Las Vegas, NV.

Back, K-J., Chon, K., Okumus, F., and Tracey, J. B. (2019). TED Talks about “Top 3 Dos and Don’ts” and other discussions on research and publication. The 24th Annual Graduate Education & Research Conference in Hospitality and Tourism, Houston, TX.

Bakker, D., Donders, V., Tracey, J.B., Oskam, J. (2019). Trending topics in the hospitality industry. International Hospitality Management Symposium, Amsterdam, Netherlands.

Tracey, J.B., Ross, D., DeCort, B., & Winey, G. (2019). Hotel labor: Labor costs, productivity, recruiting, and retention. Atlanta Lodging Outlook 2020, Atlanta, GA.

Houran, J., Tracey, J.B., Johnson-Anderson, D., and Lange, R. (2018). HR and assessment in the “real world”. HR in Hospitality Conference and Expo, Las Vegas, NV.

Tracey, J.B. (2018). Trends in online learning. 7th Biennial International Tourism Studies Association Conference, Tshwane, South Africa.

Tracey, J.B. (2018). Women in strategic leadership. Republic of South Africa Department of Tourism, Gauteng Tourism Authority, and University of South Africa School of Business Leadership Executive Development Program, Johannesburg, South Africa.

Tracey, J.B. (2018). Global hospitality workforce 2030. Annual conference of the Council for Hospitality Management Education, Bournemouth, UK.

Buhalis, D., Jenkins, K., Qui, H., Tracey, J.B., and Tsui, E. (2017). Online education and MOOCs. Global Hospitality and Tourism Conference and Asia Tourism Forum, Hong Kong, China.

Blankenship, M. & Tracey, J.B. (2015). Developing employee surveys to enhance HR decision making. HR in Hospitality Conference and Expo, Las Vegas, NV.

Tracey, J.B. (2014). HR Planning at the Waldorf-Astoria. Departmental meeting, New York, NY.

Cunningham, C. & Tracey, J.B. (2014). Science of staffing. HR in Hospitality Conference and Expo, Las Vegas, NV

Mellwig, R., Gilbert, M. & Tracey, J.B. (2014). Building a distinctive and strong HR brand. HR in Hospitality Conference and Expo, Las Vegas, NV.

Tracey, J.B. (2014). Innovation and hospitality research: References and role models. Global Hospitality and Tourism Conference and Asia Tourism Forum, Hong Kong, China.

Blankenship, M. & Tracey, J.B. (2013). Happier employees + happier customers = more profit. HR in Hospitality Conference and Expo, Las Vegas, NV.

Mellwig, R. & Tracey, J.B. (2012). Creating a culture of performance management at Destination Hotels. HR in Hospitality Conference and Expo, San Francisco, CA.

Smith, P. & Tracey, J.B. (2012). The ROI of engagement: How hospitality businesses measure success. HR in Hospitality Conference and Expo, San Francisco, CA.

Tracey, J.B. (2011). Jump-starting a culture of best practices: A framework and applications at Thompson Hotels. General Managers Meeting, Thompson Hotel Group, New York, NY.

Tracey, J.B., Brown, D., Fischer, K., & Rosol, S. (2011). Fortune's most admired hospitality companies: What sets them apart. HR in Hospitality Conference and Expo, Washington, D.C.

Tracey, J.B. (2010). Human resources strategies for successfully recruiting, hiring, and retaining staff. The Lodging Conference, Phoenix, AZ.

Tracey, J.B. & Kruse, J. (2010). The Cold War for talent: How to keep your "Stars" from defecting during tough times. HR in Hospitality Conference and Expo, Las Vegas, NV.

Tracey, J.B. (2009). What makes it so great? HR policies and practices among Fortune's best companies to work for in the hospitality and services segments. HR Committee, International Hotel and Lodging Association, New York, NY.

Tracey, J.B. (2009). Flexible HR staffing: Implications for practice. International Hotel/Motel and Restaurant Show, New York, NY.

Tracey, J.B. & Kruse, J. (2009). HR scorecards: What matters is measured. HR in Hospitality Conference and Expo, Orlando, FL.

Tracey, J.B., Kruse, J., Longstreet, J., & Momeyer, A. (2008). Demonstrating the value of HR. HR in Hospitality Conference and Expo, Las Vegas, NV.

Tracey, J.B., Kruse, J., Momeyer, A., & du Bellay, E. (2007). The role of HR in delivering high-performance customer service. North American Conference on Customer Management, Orlando, FL.

Tracey, J.B. (2007). Enhancing the effectiveness of interpersonal skills training: Examining the impact of post-training interventions. Research Seminar, Chinese University of Hong Kong, China.

Tracey, J.B., Kruse, J., Longstreet, J., & Momeyer, A. (2007). Aligning HR and business strategies: Building organizational capabilities. HR in Hospitality Conference and Expo, Las Vegas, NV.

Tracey, J.B. (2007). Ask the experts: Questions asked, answers given. HR in Hospitality Conference and Expo, Las Vegas, NV.

Tracey, J.B. (2004). HR trends: Strategic and operational priorities. Atlanta Lodging Outlook Conference, Atlanta, GA.

Hinkin, T.R. & Tracey, J.B. (2004). A web-based tool for calculating the costs of turnover. Research Seminar, Center for Hospitality Research, Ithaca, NY.

Caffarella, R. & Tracey, J.B. (2003). Learning transfer and learning context. JohnsonDiversey/Cornell University Research Seminar, Ithaca, NY.

Sherwyn, D.S. & Tracey, J.B. (2002). Sexual harassment: Did the law of sexual harassment really change after the Supreme Court's 1998 Ellerth and Faragher's decisions? The 5th Annual Hospitality Law Institute, New York, NY.

Tracey, J.B. (2002). Evidence for a performance-enabling model of the HR-firm performance relationship. William M. Mercer Consulting, Human Capital Solutions Group, New York, NY.

Tracey, J.B. (2002). The strategic and operational roles of human resources management. Millennium Hospitality Summit, Las Vegas, NV.

Tracey, J.B. (2002). Creating a departmental or school culture that fosters and requires strong teaching. Development series for department chairs, Cornell University, Ithaca, NY.

Tracey, J.B. (2000). Results from the American Hotel and Motel Association 2000 Compensation and Benefits Survey. International Hotel Show, New York, NY.

Tracey, J.B. (1999). Creating respect for human resources management: Beyond Kumbaya. Cornell Alumni Federation Faculty Speaker Program, Lancaster, PA.

Itayi Mutsonziwa, University of Pretoria, External reviewer, 2020

Project topic: Ubuntu: Development and validation of a scale to measure African humanism

Doris Dull, University of Leiden, External reviewer, 2017

Project topic: Value congruence in a multinational corporation: Is alignment of values between individuals and organizations a universal maxim for Human Resource Management?

Siti Fardaniah Abdul Aziz, Universiti Putra Malaysia, External reviewer, 2012-2013

Project topic: Mediation effect of comprehensive training motivation on the training support-training effectiveness relationship

Tashlin Lakhani, Cornell University, Committee member, 2009-2011

Project topic: Undecided

John Michel, State University of New York at Albany, Committee member, 2005-2007

Project topic: Investigating the impact of organizational justice and climate perceptions on customer service behaviors: A social exchange perspective

Esther Miller, State University of New York at Albany, Committee member, 2005-2006

Project topic: The effective of rewards, commitment, organizational climate, and work values on intentions to leave: Is there a difference among generations?

Michael J. Tews, Cornell University, Committee chair, 2001-2006

Project topic: Enhancing the effectiveness of interpersonal skills training: Examining the impact of post-training supplements in the applied work environment

Xiaoya Liang, State University of New York at Albany, Committee member, 2005

Project topic: Development and validation of a computer self-efficacy scale for use in complex technology contexts

Dennis Reynolds, Cornell University, Committee member, 2000

Project topic: Pygmalion in management: Understanding supervisory expectations as an antecedent of managerial self-efficacy

Jeff Shay, Cornell University, Committee member, 1997-2000

Project topic: Multinational corporation strategic posture and work role transitions: An empirical test of a cross-level model of expatriate manager adjustment

Master's Committees

Vinh Le, Advisor, 2021-2023

Project topic: Does morality matter in Human Resources? Empirical evidence from hotel and restaurant employees.

Patrena Hodges, Committee member, 2011-2012

Project topic: Differences in the quality of Jamaica primary school facility are correlated to

Wynn Resorts, Las Vegas, NV and Macau, China – Strategic HR assessment

BOARD AND RELATED APPOINTMENTS

Logi-Serve, Advisory board, 2014-present

Ithaca YMCA, Board member: 2016-2019, Trustee: 2020-2023

HSMIAI Foundation, Board member, 2019-2023

EGBOK Mission, Board member, 2015-2021

MEDIA CITES

Bloomberg

eHotelier.com

Fast Company

Forbes

HR Magazine

Hotel Management

Hotel News Now

Marketplace

MoneyGeek

New York Times

Orlando Sentinel

Powder Magazine

Skift

The Times-Picayune/nola.com

USA Today

wgbh.org

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