

Lilly W. Jan, PhD

243B Statler Hall, Ithaca, NY 14853 | lillyjan@cornell.edu

EDUCATION

2018	PhD	Iowa State University	Hospitality Management
2012	MLA	Boston University	Gastronomy
2007	Certificate	Boston University	Culinary Arts
2004	BS	Boston University	Communications

Research Interests

- Food Culture & Food Trends
- Restaurant Employee Career Progression
- Foodservice Workplace Culture
- Foodservice Management & Training

RESEARCH PUBLICATIONS & PRESENTATIONS

Refereed Publications

Jan, L. (May 2022.) "[Rebuilding Better: Fostering a Restaurant Industry in Service of Employees,](#)" *Boston Hospitality Review*, Leadership Edition.

Jan, L., Coleman, S., & Naig, A. (2021.) "[Piloting a Visual Communication Tool of Critical Food Safety Messages to Farmers Market Vendors in the Midwest,](#)" *Journal of Human Sciences and Extension*, 9(3), 142-153.

Jan, L. & Naig, A. (2021.) "[Food allergen labeling of commonly used ingredients in Chinese restaurants in the United States,](#)" *Food Control*, 130.

Jan, L. & Naig, A. (2020.) "[Food Allergy Knowledge, Attitudes, Practices, and Training Experiences of Employees in Chinese Restaurants,](#)" *Journal of Foodservice Management and Education*, 14(1), 15-24.

Refereed Conference Presentations

Jan, L., et. al, (Aug 2022.) *Obstacles and Opportunities for Increasing Culturally Competent Public Health, Food Safety, and Risk Communication Messaging and Practices towards Equity within Diversified Populations.* Centers for Disease Control and Prevention National Conference on Health Communication, Marketing, and Media 2022 Conference, Atlanta, GA.

Reynolds, J., & Jan, L. (Jul 2020.) *Chef Profile: Industry Snapshot.* 2020 Annual International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference, Phoenix, Arizona.

Reynolds, J., & Jan, L. (Jul 2020.) *Exploration of Foodservice Professional's Career Progression.* 2020 Annual International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference, Phoenix, Arizona.

Jan, L. & Rajagopal, L. (Jul 2019.) *Food Allergen Reference Resource Creation for Packaged Foods in Chinese Restaurants.* 2019 Annual International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference, New Orleans, Louisiana.

- Jan, L. (May 2019.) *Chef Perspectives on Culinary Education: A Phenomenological Study*. 2019 Asia-Pacific Council on Hotel, Restaurant, and Institutional Education + Europe Council on Hotel, Restaurant, and Institutional Education Joint Conference (4th Global Tourism and Hospitality Conference), Hong Kong SAR, China.
- Jan, L. & Rajagopal, L. (Mar 2019.) *Food Allergy Knowledge, Attitudes, Practices, Training Experiences and Preferences of Employees in Chinese Restaurants*. Foodservice Systems Management Education Council 2019 Conference, Savannah, Georgia.
- Jan, L. & Rajagopal, L. (Mar 2019.) *Preventing Food Allergy Reactions: Knowledge and Training Needs of Chinese Restaurants' Employees*. 2019 Consumer Food Safety Education Conference, Orlando, Florida.
- Jan, L. & Rajagopal, L. (Jul 2018.) *Needs Assessment of Food Allergy Training for Employees of Chinese Restaurants*. 2018 Annual International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference, Palm Springs, California.
- Jan, L. & Rajagopal, L. (Jul 2018.) *Development of Food Allergy Training Program for Foodservice Employees Using Andragogy as a Framework*. 2018 Annual International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference, Palm Springs, California.
- Jan, L. Coleman, S., Gilman, L., & Rajagopal, L. (Jul 2018.) *Development and Assessment of a Visual Educational Food Safety Tool for Farmers' Market Vendors*. 2018 International Association for Food Protection Annual Meeting, Salt Lake City, Utah.
- Jan, L. & Liang, T. (Jan 2017.) *Investigating the Effectiveness of Direct Email Marketing on Service Recovery for Foodborne Illness Outbreaks*. 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Houston, Texas.
- Jan, L. & Rajagopal, L. (Apr 2016.) *Foodservice Industry Expectations of Culinary Students for Entry-Level Positions*. 2016 North East North American Federation International Council of Hotel, Restaurant, and Institutional Educators Conference, Boston, Massachusetts.

Graduate Supervised Refereed Publications & Conference Presentations

- Wu, D. (May 2023.) *Youtube's Impact on the Perception of Authenticity in Food*. "Knowing Food," 2023 Joint Annual Conference of Association for the Study of Food and Society (ASFS), Agriculture, Food & Human Values Society (AFHVS), Canadian Association for Food Studies (CAFS), and The Society for the Anthropology of Food and Nutrition (SAFN), Boston, MA.
- Khoury, H. (May 2023.) "[Tear In My Beer: The Standoff Between Alcohol & Country Music](#)," *International Country Music Journal* 2023, 134-152.
- Sharma, C. (May 2022.) *The History of Tandoor*. "Cultivating Connections: Exploring Entry Points into Sustainable Food Systems," 2022 Joint Annual Conference of Association for the Study of Food and Society (ASFS), Agriculture, Food & Human Values Society (AFHVS), Canadian

Association for Food Studies (CAFS), and The Society for the Anthropology of Food and Nutrition (SAFN), Athens, GA.

Griffin, C. & Jan, L. (Jun 2021.) *Guinea Pig: Friend or Food*. “Just Food”, 2021 Joint Annual Conference of Association for the Study of Food and Society (ASFS), Agriculture, Food & Human Values Society (AFHVS), Canadian Association for Food Studies (CAFS), and The Society for the Anthropology of Food and Nutrition (SAFN), virtual conference.

HONORS & GRANTS

- 2022 Ted Teng Teaching Award, School of Hotel Administration, SC Johnson College of Business, Cornell University
- 2018 Professional Development Grant Recipient, Graduate and Professional Student Senate, Iowa State University
- 2017 Professional Development Grant Recipient, Graduate and Professional Student Senate, Iowa State University

ACADEMIC EXPERIENCE

- 2019-Present Lecturer, Food and Beverage Management
School of Hotel Administration, Cornell SC Johnson College of Business
Cornell University, Ithaca, New York
Undergraduate & Graduate Courses Taught: Restaurant Management (core), Foodservice Facilities Design, Culture & Cuisine, Restaurant Distribution Strategies
- 2010-2017 Adjunct Faculty/Chef Instructor
School of Culinary Studies
Newbury College, Brookline, Massachusetts
Courses Taught: Seminar in Culinary Operations (core), Food Concepts for Hospitality (core), Service Management for Hospitality (core), Wines & Spirits (core), Culinary Concepts & World Flavors (core), Special Topics in Food Studies: China, Food and the Media, Culinary Arts Internship, Dining Room Service
- 2015-2017 ServSafe Instructor & Proctor
Massachusetts Restaurant Association, Massachusetts
- 2014 Adjunct Faculty
Le Cordon Bleu, Cambridge, Massachusetts
Course Taught: Public Speaking
- 2008-2017 Chef Instructor
Boston University, Boston, Massachusetts
Classes Taught: Chinese Food Day, Cooking Up Culture: Chinese

2007-2012 Chef Instructor
Create-A-Cook, Newton, Massachusetts

PROFESSIONAL EXPERIENCE

2007-Present Principal, Lilly Jan Research & Consulting

2011-2017 Director of Culinary Operations, School of Culinary Studies, Newbury College,
Brookline, Massachusetts

2009 Culinary and Marketing Director (Contract), Cardullo's Gourmet Shoppe, Cambridge,
Massachusetts

2009 Television Production (Season 10) & Culinary Development, America's Test
Kitchen/Cook's Illustrated, Brookline, Massachusetts

2008 Account Manager, Newman Communications. Brighton, Massachusetts

2007 Senior Account Executive, MSR Communications, San Francisco, California

2006-2007 Account Executive, Mansfield Communications, San Francisco, California

2005-2007 Contract Bartender & Event Staff, Event Staffing, San Francisco, California

2004-2005 Client Staff Assistant, Burson-Marsteller, San Francisco, California

SERVICE

Graduate Committee Memberships

2023 D.B.A. External Examination Committee Member for Paulette Cormier-MacBurnie,
Athabasca University. Dissertation title: "Intention to Leave and Intention to Stay, The
Lived Experiences of Culinary Professionals."

2023 M.S. Ad hoc Special Committee Member for Dorothea Wu, Charles H. Dyson School of
Applied Economics and Management, Cornell SC Johnson College of Business. Thesis:
"Food Authenticity Through the Lens of Youtube."

Editorial Board Memberships

2023-Present Ad hoc reviewer, *International Journal of Hospitality Management*

2022-Present Ad hoc reviewer, *Journal of Food Safety*

2022 Ad hoc reviewer, *Boston Hospitality Review*

2021-Present Ad hoc reviewer, *Food Safety Management in Practice*

- 2021-2022 Advisor and reviewer, *ServSafe Coursebook 8th Edition*, American Hotel & Lodging Educational Institute, National Restaurant Association
- 2020-Present Founding editorial board member, *The International Journal of Gaming, Hospitality, and Tourism (IJGHT)*
- 2020-Present Ad hoc reviewer, Centers and Institutes, Hospitality Publications, School of Hotel Administration, Cornell University
- 2020-Present Ad hoc reviewer, *Journal of Foodservice Management & Education*
- 2020-Present Ad hoc reviewer, *Journal of Culinary Science & Technology*
- 2019-Present Ad hoc reviewer, *Journal of Child Nutrition & Management*
- 2018-Present Ad hoc reviewer, International Council on Hotel, Restaurant, and Institutional Education Annual Conference

University Service

- 2022-Present Committee Member, Statler Food Lab Renovation Team, Cornell S.C. Johnson College of Business, Cornell University
- 2020-Present Faculty Admissions Reader, School of Hotel Administration, Cornell University
- 2020-2023 Faculty Advisor, The 180, School of Hotel Administration, SC Johnson College of Business, Cornell University
- 2021-2022 Committee Member, Area Composition and Governance Review Committee, Cornell S.C. Johnson College of Business, Cornell University
- Sep 2020 Moderator, F&B Industry Engagement webinar, Hospitality Educators Success Program, School of Hotel Administration, SC Johnson College of Business, Cornell University
- Spring 2020 Interviewer, Lecturer of Property Development Faculty Search, School of Hotel Administration, SC Johnson College of Business, Cornell University
- 2017 President, Administrative Council, Newbury College
- 2016 Search Committee Member, Dean of Academic Affairs, Newbury College
- 2016 Vice President, Administrative Council, Newbury College
- 2015-2017 Committee Member, Resource, Outreach, Prevention & Education, Newbury College
- 2011-2012 Committee Member, Social Media Committee, Newbury College

Professional Memberships & Affiliations

- 2022-Present Member, Women's Foodservice Forum
- 2022-Present Scholarship Judge, National Restaurant Association Education Fund (NRAEF)
- Mar 2021 Moderator, Teaching Roundtable, 2021 ICHRIE-NENA 8th Annual Regional Conference
- 2020-2021 Member, Conference Planning Committee, ICHRIE-NENA Federation 2021 Conference
- 2015-2021 Member, National Centre for Faculty Development & Diversity
- 2019-2020 Member, Conference Planning Committee, ICHRIE 75th Anniversary 2021 Conference & 2020 Conference
- 2017-2020 Member, Women Chefs & Restaurateurs Organization
- 2017-2019 Board Member, Massachusetts Restaurant Association Educational Foundation
- 2015-Present Member, Foodservice Systems Management Education Council (FSMEC)
- 2015-Present Member, International Council on Hotel, Restaurant, and Institutional Education Northeast North American Federation (ICHRIE-NENA)
- 2015-Present Member, International Council on Hotel, Restaurant, and Institutional Education (ICHRIE)
- 2009-Present Member, Association for the Study of Food and Society (ASFS)
- 2014-2017 Dame, Les Dames des Escoffier, Boston Chapter
- 2013-2017 Competition Judge, ProStart High School Culinary, Massachusetts & Rhode Island

Certifications

- 2019-Present TiPS On-Premises Certification (NY)
- 2018-Present Food Safety Preventative Controls Alliance, Food Defense Awareness
- 2014-Present American Red Cross AED/CPR Certification
- 2010-Present ServSafe® Instructor & Registered Examination Proctor
- 2010-Present ServSafe® Massachusetts Certificate of Allergen Awareness Training
- 2007-Present ServSafe® Food Protection Manager Certification

EXTERNAL ENGAGEMENT

Executive Education

- 2021-Present James Beard Foundation's Women's Entrepreneurial Leadership & eCornell, Program faculty advisor.

- Dec 2023 “Trends in Cuisine” session, Future-Leaders-In-Produce Program Foundational Excellence, Cornell SC Johnson College of Business
- Aug 2023 “Creating F&B Operations to Meet Changing Consumer Interests” course, General Manager Program, eCornell/Cornell University.
- Jul 2023 “Future Cuisine” session, Food Executive Certificate Program, Cornell University.
- Aug 2021 “Restaurant Trends & Value Drivers” sessions, Anheuser Busch InBev-Cornell Brewers Collective Leadership Certificate, Cornell University.
- Jun 2021 “Food Trends & Consumer Food Preferences” sessions, Retail & Brands Online Certificate Program, eCornell & SC Johnson College of Business, Cornell University.
- May 2021 “Food Trends: Consumers & Operators” sessions, Lighthouse Leadership in the Catering Industry Certificate Program, eCornell & SC Johnson College of Business, Cornell University.

Invited Presentations

- Jun 2023 “Building a Profitable Menu”; “Navigating Failure”; & “Here for the Matriarchy” FAB Conference, Charleston, SC.
- Jun 2022 “Women of Color Navigating Positions of Power: From the BS to the Points of Pride”; “Authenticity & Appropriation”; & “Being a Solopreneur” FAB Conference, Charleston, SC.
- May 2022 “The Next Generation of Chefs: Conversation, Cooking, and Call to Action” National Restaurant Association Show 2022, Chicago, IL.
- May 2022 “Asian Food is Not Cheap: How to Command the Worth Our Food Deserves” AAPI Workshop, Regarding Her: LA.
- Apr 2022 “Industry Benchmark Study” James Beard Foundation’s Women’s Entrepreneurial Leadership Summit, Washington, D.C.
- Feb 2022 “Future Food Trends” eCornell Hospitality Symposium, online.
- Dec 2021 “Food & Beverage Industry Benchmark Study” James Beard Foundation & The American Culinary Federation, online.
- Nov 2021 “Hospitality Statistics and Trends” Global Hospitality Summit, The International Hospitality Institute, online.
- Aug 2021 “Leadership Series: The Future of Menus” DMA Delivers/Technomic/The Food Institute, online.

- Jun 2021 “The Change: Rebuilding an Embattled Food and Beverage Industry” eCornell & School of Hotel Administration, Cornell University, online.
- Mar 2021 “Post-2020 Food and Beverage: Rebuilding an Embattled Industry,” eCornell & School of Hotel Administration, Cornell University, online.
- Dec 2020 “Re-Opening F&B After COVID-19: Lessons from Asia” eCornell & School of Hotel Administration, Cornell University, online.
- Oct 2020 “Fermentation in Chinese Cuisine - History and Use” Ferment for Food Justice International Event, Community Cultures, online.
- May 2020 “L.E.A.R.N: COVID-19 Business Reopen and Recovery: Health and Safety” Tompkins County New York Chamber of Commerce, online.

Selected Media Coverage & Writing

- Oct 2023 *Newsday*. [“Long Island bars retooling happy hours as patronage drops.”](#)
- Aug 2023 *The TODAY Show*. [“All-you-can-eat buffets are making a major comeback.”](#)
- Jul 2023 *Cornell BusinessFeed*. [“Food Executives Tap Into Industry Trends.”](#)
- Jun 2023 *The New York Times*. [“The Buffet Is Back, Stretching Dollars and Slinging Crab Legs.”](#)
- Dec 2022 *The Washington Post*. [“Check, please. Please! This diner go so tired of waiting, she left.”](#)
- Oct 2022 *Boston Globe Magazine*. [“The legacy of Kowloon: A restaurant, a family, and the remarkable perseverance of Chinese cuisine in America”](#)
- Sep 2022 *The New York Times*. [“Just Put It in a Bowl”](#)
- Feb 2022 *What’s Burning* (podcast). [“Lilly Jan.”](#)
- Feb 2022 *Boston Globe*. [“A new generation of chefs is embracing – and updating – the classic American Chinese restaurant.”](#)
- Oct 2021 *Consumer Reports*. [“Entertain With Ease This Season.”](#)
- May 2021 *The Washington Post*. [“What are Americans making for dinner? Reservations.”](#)
- May 2021 *National Public Radio, New Hampshire*. [“As N.H. Restaurants Struggle To Hire, Some In Industry See Chance for Change.”](#)
- May 2021 *USA Today*. [“‘There were six. And now there’s zero’: Restaurant industry grapples with lack of diversity in executive ranks.”](#)

- Apr 2021 *CBS*. [“Restaurants Reopening: Where Do They Stand, And How Do They Recover From COVID?”](#)
- Feb 2021 *Apartment Therapy*. [“How I’m Celebrating Lunar New Year During a Pandemic.”](#)
- Nov 2020 *The Post-Standard*. [“How did one Central NY restaurant have a cluster of 19 coronavirus cases?”](#)
- Nov 2020 *The Counter*. [“To survive the pandemic, restaurants are offering subscriptions for bottomless coffee and beer. Will the model last?”](#)
- Nov 2020 *WICZ-TV*. [“Cornell Expert Gives Advice to Restaurants Adapting to Latest COVID-19 Regulations”](#)
- Oct 2020 *Washington Post*. [“How to safely — and graciously — host friends and family as the weather gets colder”](#)
- Oct 2020 *WSYR-TV*. [“How can restaurants keep customers dining outdoors through winter?”](#)
- Oct 2020 *Cornell Chronicle*. [“Silver linings: Innovation, kits, tech animate a hybrid semester”](#)
- Jul 2020 *CNN*. [“From coast to coast of the United States, scenes from reopened restaurants in the coronavirus era”](#)
- Jun 2020 *San Diego Business Journal*. [“Will Food Halls Help Relaunch San Diego’s Food Industry?”](#)
- Jun 2020 *CNN*. [“New restaurants are mad crazy to be opening right now -- or are they?”](#)
- Feb 2019 *Apartment Therapy*. [“Why I Deep Clean Before Chinese New Year \(and You Should Too\)”](#)
- Jan 2014 *Boston Public Radio* [“Chef Lilly Jan Tells Us How to Celebrate The Chinese New Year”](#)
- Feb 2013 *Boston Magazine*. [“How to Eat a Soup Dumpling \(a.k.a.. Xiao Long Bao\)”](#)