

## Prof. (Dr.) Sarah Hussain

*Professor of Hospitality*

### Head

Department of Tourism and Hospitality  
Management, Jamia Millia Islamia,  
New Delhi.



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**BA, MHM, Ph.D. (Hospitality), 3 Year Diploma in Hotel Management**

**Work Experience: 25 Years** (Industry 10 Years & Teaching 15 Years)

**Vision:** Having two and a half decades of work experience, I strive to build a quality driven institution with a strong foundation of professionalism, innovation and creativity dedicated to teaching, lifelong learning, and research where we can compete with the World Class Institutions.

### **RESEARCH PUBLICATIONS**

#### **Journal Articles (Last 5 Years)**

- [Hussain, S., Singh, A.M., Mohanty, P. and Gavinolla, M.R.](#) (2023). Next generation employability and career sustainability in the hospitality industry 5.0. *Worldwide Hospitality and Tourism Themes*, Vol. ahead-of-print <https://doi.org/10.1108/WHATT-01-2023-0011>
- Sujood, Hamid, S., Bano, N., Jameel, S.T. and **Hussain, S.** (xxxx) 'Factors affecting consumers' behavioural intention to book travel products online using e-commerce: a case of online travel agencies', *Int. J. Electronic Business*, Vol. X, No. Y, pp.xxx–xxx. <https://doi.org/10.1504/IJEB.2023.10054743>. (article in press)
- Soni, G. N., Kaushik, T., & **Hussain, S.** (2022). Demographic or Psychographic Hotel Segmentation? The Emerging Market of Domestic Women Business Travellers. *Atna Journal of Tourism Studies*, 17(2), 01-33. <https://doi.org/10.12727/ajts.28.1>
- Narula, G. , Kaushik, T. , **Hussain, S.** & Demicco, F. (2022). Expectations of Domestic Women Business Travelers from Hotel Accommodation: A Perspective of Hotel Managers . *Advances in Hospitality and Tourism Research (AHTR)* , 10 (3) , 337-360. DOI: <https://doi.org/10.30519/ahtr.969226>
- Soni, G., **Hussain, S.**, & Kareem, S. (2022). Environment Friendly Practices Adopted In Hotels And Their Impact On Customer Satisfaction: A Critical Review Of The Literature And Research Implications For The Hospitality Industry. *Atna Journal of Tourism Studies*, 17(1), 115-142. <https://doi.org/10.12727/ajts.27.5>
- Narula, G., Kaushik, T., & **Hussain, S.** (2022). A Value-Based Segmentation Approach for Domestic Women Business Travelers. *Prabandhan: Indian Journal of Management*, 15(2), 40-54. **DOI: 10.17010/pijom/2022/v15i2/168334**
- Kaushik, T., **Hussain, S.** and Soni, G. (2020). The Expected New Normal for Domestic Women Business Travellers from Hotels Post COVID-19. *Shodh Sarita*, 7(28), 34-39. ISSN: 2348-2397.
- **Hussain, S.**, Shaf, F. and Kareem, S. (2020). Expectations of Indian guests from Hotel Preparedness in COVID-19. *Journal of Tourism, Hospitality & Culinary Arts*,

12(3), 31-51. ISSN: 1985-8914; E ISSN: 2590-3837.

- Shah, F., **Husaain, S.** and Kareem, S. (2020). Prospects and Challenges of Homestays in North Kashmir. *Studies in Indian Place Names*, 40(10), 1069– 1075. (ISSN2394-3114)
- **Hussain, S.** and Khanna, K. (2019). Guest Satisfaction: A Comparative Study of Hotel Employees' and Guests' Perceptions. *International Journal of Hospitality & Tourism Systems*. Volume 12 Issue 1' 83-93. {ISSN: 0947-6250(Print)}
- **Hussain, S.** and Soni, G. (2019). Challenges Faced by Hospitality Industry in India. *Pacific Hospitality Review*, Vol.7, Issue 12, January 2019 - June 2019. (ISSN 2320-1398).
- Soni, G. and **Hussain, S.** (2018). Dark Tourism: Changing Perception of Travelers for Indian Tourism. *OmniScience: A Multi-disciplinary Journal*. 2018; 8(3): 11–21. (eISSN: 2231-0398; ISSN:2347-9949)
- **Hussain, S.** and Soni, G. (2018). Role of Hospitality Industry towards Community Based Tourism in India. *Pacific Hospitality Review*, 6(11), 59 – 69. (ISSN 2320-1398).

### **Book Chapters (Last 5 Years)**

- Choudhary, B., Kareem, S., Qadir, A., **Hussain, S.** (2023). Mountain Destinations and COVID-19: An Overview of Impacts and Implications. In: Dube, K., Nhamo, G., Swart, M. (eds) *COVID-19, Tourist Destinations and Prospects for Recovery*. Springer, Cham. [https://doi.org/10.1007/978-3-031-22257-3\\_6](https://doi.org/10.1007/978-3-031-22257-3_6).
- Mohanty, P., Singh, A.M., **Hussain, S.**, Gavinolla, M.R. (2022). Disrupted Diners: Impacts of COVID-19 on Restaurant Service Systems and Technological Adaptations. In: Hassan, A., Sharma, A., Kennell, J., Mohanty, P. (eds) *Tourism and Hospitality in Asia: Crisis, Resilience and Recovery*. Springer, Singapore. [https://doi.org/10.1007/978-981-19-5763-5\\_8](https://doi.org/10.1007/978-981-19-5763-5_8)
- Singh, A. M., Mohanty, P., **Hussain, S.**, & Gavinolla, M. R. (2022). COVID-19 AND CHANGING REALITIES IN THE FOOD & BEVERAGE SECTOR. *Crisis Management, Destination Recovery and Sustainability: Tourism at a Crossroads*, 10.
- Mohanty, P., Singh, A.M., **Hussain, S.**, Gavinolla, M.R. (2022). Disrupted Diners: Impacts of COVID-19 on Restaurant Service Systems and Technological Adaptations. In: Hassan, A., Sharma, A., Kennell, J., Mohanty, P. (eds) *Tourism and Hospitality in Asia: Crisis, Resilience and Recovery*. Springer, Singapore. [https://doi.org/10.1007/978-981-19-5763-5\\_8](https://doi.org/10.1007/978-981-19-5763-5_8)
- Singh, A. M., Mohanty, P., **Hussain, S.**, & Gavinolla, M. R. (2022). COVID-19 AND CHANGING REALITIES IN THE FOOD & BEVERAGE SECTOR: Exhibiting the Indian chefs' perspective. *Crisis Management, Destination Recovery and Sustainability: Tourism at a Crossroads*, 10.
- **Mehta, R.**, **Singh, A.M.**, **Hussain, S.**, **Gavinolla, M.R.** and **Mohanty, P.** (2022), "How Are We Surviving the Pandemic, COVID-19?": Perspectives from Hospitality Industry Workers in Australia", **Mohanty, P.**, **Sharma, A.**, **Kennell, J.** and **Hassan, A.** (Ed.) *The Emerald Handbook of Destination Recovery in Tourism and Hospitality*, Emerald Publishing Limited, Bingley, pp. 285-298. <https://doi.org/10.1108/978-1-80262-073-320221017>
- **Hussain, S.**,and Singh, P. (2021). Research Ethics. In Chowdhary, N. & Hussain, S. *Handbook of Research and Publication Ethics* (pp. 15-32). New Delhi: Bharti Publications. ISBN: 978-93-90818-53-2.
- **Hussain, S.** and Soni, G. (2020). Developing entrepreneurial mindset amongst

students of Hotel Management, Hospitality and Tourism". Entrepreneurship in Hospitality: Current Ecosystem, Challenges and the way forward. ISBN:978-93-89657-39-5.

- **Hussain, S.** (2018) Indian Travel, Tourism & Hospitality Research: A Global Insight. An Outcome of 8th International Hotel, Travel & Tourism Research Conference. (ISBN: 9788192085074).

#### **PATENT PUBLISHED**

- **Artificial Intelligence Driven Automated Housekeeping for the Hospitality Sector** (Application Number: 202311016898). Published on March 17, 2023.

#### **EDITED BOOKS**

- ISBN-10 : 9390818532; ISBN-13 : 978-9390818532. Handbook of Research and Publication Ethics (2021). New Delhi: Bharti Publications. ISBN:978-93-90818-53-2
- ISBN: 978-81-920850-8-1. Book: Global Hospitality & Tourism Research: Innovations & Best Practices (2019), published by Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi.
- ISBN: 9788192085074: Indian Travel, Tourism & Hospitality Research: A Global Insight, 2018 published by BCIHMCT, New Delhi.
- ISBN: 9788192085067 Trends and Issues in Indian Hospitality and Tourism: Research and Innovations 2017 published by Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi.
- ISBN: 9788192085050: Current Issues and Emerging Trends in Hospitality and Tourism Research, 2016 published by Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi.

#### **JOURNAL EDITOR:**

- ISSN 0975-4954: Indian Journal of Applied Hospitality & Tourism Research”, Vol. 10 (2019)
- ISSN 0975-4954: Indian Journal of Applied Hospitality & Tourism Research”, Vol. 9 (2018)
- ISSN 0975-4954: Indian Journal of Applied Hospitality & Tourism Research”, Vol. 8 (2017)
- ISSN 0975-4954: Indian Journal of Applied Hospitality & Tourism Research”, Vol. 7 (2016)

#### **ARTICLES IN TRADE JOURNALS**

- **Hussain, S.** (2021, 06 03). New normal: Treading the middle path in travel. Retrieved from [travel.economictimes.indiatimes.com/https://travel.economictimes.indiatimes.com/speakeasy/sustainable-travel/4952](https://travel.economictimes.indiatimes.com/speakeasy/sustainable-travel/4952)
- **Hussain, S.** (2020, June 03). Covid-19: A paradigm shift for the Hospitality Industry. Retrieved from [travel.economictimes.indiatimes.com:https://hospitality.economictimes.indiatimes.com/author/479253715/sarah-hussain](https://hospitality.economictimes.indiatimes.com/author/479253715/sarah-hussain)
- **Hussain, S.** (2015, March-May). What women really want: A Hotel Perspective. Hotel and Restaurants Network.
- **Hussain, S.** (2010, July). Feminine Friendly Hotels. Clean India Journal. [https://www.cleanindiajournal.com/feminine-friendly\\_hotels/](https://www.cleanindiajournal.com/feminine-friendly_hotels/)
- **Hussain, S.** (2010, August). Natural Cleaning Agents. Clean India Journal. [https://www.cleanindiajournal.com/natural\\_cleaning\\_agents/](https://www.cleanindiajournal.com/natural_cleaning_agents/)

### **PAPERS PRESENTED IN CONFERENCES (Last 5 Years)**

- “Rising From the Ashes: Technological Advancements in the Restaurant Sector Amidst the COVID-19 Pandemic” in the National Conference on HR Management and International Business Transformation in the Digital Era at Department of Management Studies, Jamia Millia Islamia, New Delhi.
- “Reorienting Teaching Dynamics of Culinary Education with Sustainability” in the International Scientific Conference “SOCIETY. TECHNOLOGY. SOLUTIONS” on 8th of April, 2022 at Vidzeme University of Applied Sciences, Latvia.
- “The Impact of Environment Friendly Practices On Customer Satisfaction In Hotels: A Review Of Literature” in the International Conference on Travel, Tourism, Hospitality & Culture-2022m (ICTTHC-2022) during 11<sup>th</sup> & 12<sup>th</sup> March. 2022 organised by Institute of Hotel Management Catering Technology & Applied Nutrition, Brambe, Ranchi, Jharkhand, India.
- “Transformed Food Consumption Patterns at Dine-In Facilities in the Times of Covid-19: A Step towards Achieving SDGs” in the 3<sup>rd</sup> Joint International Conference on Tourism, Hospitality, and Sustainable Development Goals held from 16th to 18<sup>th</sup> February, 2022 organised by National Institute of Tourism and Hospitality Management, Hyderabad, Telangana.
- “Promoting Wellness & Spa Tourism Through Social Media Platforms During Covid-19 Pandemic” in the 9th IBS Conference on Marketing & Strategy held on the theme Marketing 5.0: Opportunities and Challenges during January 21-22, 2022 organized by IBS Hyderabad, IFHE University, India.
- “Using the List of Values (LoV) for Segmenting Domestic Women Business Travellers in the Hospitality Industry” paper presented at 12<sup>th</sup> International e Conference on “Digitalization as a Vehicle for Innovation, Organizational Growth and Effectiveness” 19<sup>th</sup> December 2020.
- “Prospects and Limitations of Homestays in North Kashmir” paper presented at JTA Multidisciplinary International Conference 2020 (JTACON-2020), Jamia Millia Islamia (16th – 18th February, 2020).
- “Dark Tourism-Changing perception of traveler for Indian Tourism” paper presented at International Conference on Tourism for Developing Economies: The Path Unexplored, Indian Institute of Tourism and Travel Management, Noida, (13th – 15th September, 2018).
- “Community Tourism in India: Effective Practices of Hospitality Industry” paper presented at International Conference on 8th International Conference on Management Practices and Research New Horizons in Global Business, (ICMPR-2018), Apeejay Institute of Management, Delhi, (20th July, 2018).

### **CONFERENCE/ FDP/ WORKSHOPS ORGANISED (Recent)**

1. **International Conference** on Enterprise and Entrepreneurialism in Tourism and Hospitality 28-30 January 2022 at Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi, India (Supported by Ministry of Tourism, Govt. of India).
2. Five-Day (6th-10th December 2021) **Faculty Development Programme (FDP)** “Responsible Tourism a New Normal” organized by Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi, India, in collaboration with AICTE Training and Learning (ATAL) Academy, India.
3. **International Conference** - India International Hotel Travel and Tourism Research

Conference in February 15-16, 2019.

### **RESOURCE PERSON/ CHAIR/ CO-CHAIR FOR CONFERENCES (Recent)**

- **Keynote Speaker and Panelist** at International Conference on Industrial Road Map of Uttarakhand Vision 2025 (**March 17-18, 2023**) Organized by Centre for Public Policy, Doon University Dehradun, Uttarakhand, India.
- **Session Chair** of Technical Session at 2 day Online International Conference on “Recent Trends in Hospitality, Culinary and Business Practices” **Organized by** Vedatya Institute under the aegis of Journal of Services Research on 8<sup>th</sup> – 9<sup>th</sup> December, 2022.
- **Session Chair** of Technical Session at the 9th International Conference on Hospitality and Tourism Management 2022 "Innovative Recovery Strategies For Hospitality & Tourism" organized by The International Institute of Knowledge Management, Pittakotte, **Sri Lanka**.
- **Scientific Committee Member** at the 9th International Conference on Hospitality and Tourism Management 2022 "Innovative Recovery Strategies For Hospitality & Tourism" organized by The International Institute of Knowledge Management, Pittakotte, **Sri Lanka**.
- **Resource Person** at 2-week (14.02.2022 - 27.02.2022) **Faculty Development Program organized by BGSBU, Rajouri (J&K), India** on “Developing Entrepreneurial Mindset amongst Students of Hospitality & Tourism”.
- **Organised and convened 3<sup>rd</sup> DTHM International Conference** on Enterprise and Entrepreneurialism in Tourism and Hospitality 28-30 January 2022 at Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi, India (Supported by **Ministry of Tourism**, Govt. of India).
- **Resource Person** at two week (2 - 15" December, 2021) **Refresher Course** in Tourism, Hospitality and Management on the 14th December, 2021 at NEHU, Shillong, Meghalaya, India. **Topic:** Identifying Research problem and How to Write Research Proposal.
- **Organised and Convened** Five-Day (6th-10th December 2021) Faculty Development Programme (FDP) “Responsible Tourism a New Normal” organized by Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi, India, in collaboration with **AICTE** Training and Learning (ATAL) Academy, India.
- **Panelists** on the topic “The New Normal of Hospitality and Tourism” on June 29, 2021 at the International Conference on Hospitality and Tourism on the theme “The New Normal of Hospitality and Tourism: Post-Pandemic Trends, Issues and Opportunities” organized by Jagran Lakecity University, School of Hospitality and Tourism, Bhopal, Madhya Pradesh, India (June 28-29, 2021)
- **Invited Speaker on the topic** “Entrepreneurial Education in Hospitality and Tourism” on June 28, 2021, in the International Conference on Hospitality and Tourism on the theme “The New Normal of Hospitality and Tourism: Post-Pandemic Trends, Issues and Opportunities” organized by Jagran Lakecity University, School of Hospitality and Tourism, Bhopal, Madhya Pradesh, India (June 28-29, 2021).
- **Special Guest of the Inaugural Ceremony** of ICHT-2021 and delivering an **Address** on the current scenario in Hospitality and Tourism during the Pandemic Crisis on June 28, 2021 at the International Conference on Hospitality and Tourism on the theme “The New Normal of Hospitality and Tourism: Post-Pandemic Trends, Issues and Opportunities” organized by Jagran Lakecity University, School of

Hospitality and Tourism, Bhopal, Madhya Pradesh, India (June 28-29, 2021).

- **Co-Chair at 1st Virtual International Conference on Rural Tourism - Challenges, Scope and Entrepreneurship Development 12 & 13 September 2020** organised by Vardering India in collaboration with DIT University, Dehradun, India.
- **Resource Person at Orientation Program** organized by School of Hotel Management, Delhi Technical Campus, Greater Noida, Uttar Pradesh, India (affiliated to GGSIP University) on 11th August 2020. Topic: How to be employable after BHM in post Covid Scenario.
- **Resource Person in Panel Discussion:** “Preparing for Future of Tourism Post Covid- 19”, Organised by Centre for Hospitality & Tourism Studies, Baba Ghulam Shah Badshah University, Rajouri, J&K, India.
- **Co-Chair** at Technical Session of Tourism and Hospitality Management at JTA (Jamia Teachers’ Association) Multidisciplinary International Conference 2020, Jamia Millia Islamia, New Delhi. Conference Dated Feb 16, 2020.
- **Resource Person** in Panel Discussion: “Hospitality and Tourism Industry in India: Post Covid Road Map” at National Webinar, dated 20th April, 2020, on Corona-NCovid-19 “Hospitality & Tourism Industry in India – impact, innovation and planning for post- crisis. Organised by University Institute of Hotel and Tourism Management (UIHTM) Panjab University, Chandigarh, India.
- **Co-Chair** for Technical Session “Hotel & Tourism Operations Issues during COVID- 19 Times: Managing Liquidity, Human Resources & Guests, Planning for Future” at National Webinar dated 20th April, 2020, on Corona-NCovid-19 “Hospitality & Tourism Industry in India – impact, innovation and planning for post-crisis. Organised by University Institute of Hotel and Tourism Management (UIHTM) Panjab University, Chandigarh, India.
- **Co-Chaired International Conference** on - Transformational Tourism: Shaping the Tourism Narratives of Well-being. March 6-8, 2020 at Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi, India.
- **Organised and Convened International Conference** India International Hotel Travel and Tourism Research Conference in February 15-16, 2019.

#### **EDITORIAL BOARD MEMBER**

- Editorial Advisory & Review Board member: Journal of Services Research
- Transdisciplinary International Journal of Academic Research (<http://tjarjournal.com/>)

#### **PROJECT**

- Organisation: ICSSR (India) and NIHSS (South Africa). Duration: 12 months (2022-23). Nature of Project: Modelling post-COVID-19 pandemic domestic and bi-lateral international tourism demand and supply: Towards resuscitating Indian and South African tourism.

#### **ADMINISTRATIVE POSITIONS HELD AT UNIVERSITY LEVEL**

- **Head of Department**, Department of Tourism and Hospitality Management, Jamia Millia Islamia since 25.09.2020 (continuing)
- Officiated as Head of the Department of Tourism and Hospitality Management, JMI on various occasions from 2019 - 2020.
- Principal at Banarsidas Chandiwala Institute of Hotel Management & Catering

Technology, New Delhi (affiliated to GGSIPU, Delhi) from February 2019 to September 2019.

- Academic Head at Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi (affiliated to GGSIPU, Delhi 2018-2019).
- Coordinator - IQAC at Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi (affiliated to GGSIPU, Delhi) (2018-2019).
- Media Co-ordinator for Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi (affiliated to GGSIPU, Delhi) 2009 to 2019.
- Member of ICC at BCIHMCT 2016 to 2019.

### **CONTRIBUTION TO THE CORPORATE LIFE WITHIN JMI**

- Member of the Anjuman (Court), Jamia Millia Islamia from 19.09.22.
- VC's Nominee for Local Selection Committee at Jamia Girls Sr. Sec. School August 2022.
- Member Academic Council since 2020.
- Member Faculty Committee Faculty of Management Studies since June 2022.
- Member Faculty Committee Faculty of Humanities and Languages till June 2022.
- Member of Hospitality Committee for NAAC Peer Team Visit December 2022.
- Member of Committee of Studies of Centre of Management, JMI (as a person teaching allied or cognate subjects)
- Social Media Coordinator for Institutional Innovation Cell (IIC) of Jamia Millia Islamia since March 2021.
- Organised Local Selection Committee as The Head of Department Tourism and Hospitality Management since September 2019.
- VC's Nominee for admissions at Centre of Management Studies, JMI in December 2020.
- Observer for class XI Science entrance exam conducted for JMI at Abhinav Public School on 25.10.2020.
- VC's Nominee for Selection Committee for Guest Teachers for Musheer Fatima Nursery School October 2020.
- Teacher coordinator for JTA Multidisciplinary Conference for Tourism and Hospitality Department February 2020.
- Member of Hospitality Committee for Centenary Celebrations 2019-20
- Member of Hospitality Committee for Convocation Ceremony 2019
- Placement Coordinator for Hotel Management 2019 onwards.
- Grievances Committee Member representing the Department of Tourism and Hospitality Management 2019 onwards.
- Member Department Research Committee, Department of Tourism and Hospitality management, JMI since 2019
- Member Research Advisory Committee, Department of Tourism and Hospitality management, JMI since 2019

### **CONTRIBUTIONS OUTSIDE JMI**

- Member Board of Studies IHTM, MDU, Rohtak August 2020 onwards for two years.
- Member, Area Advisory Board of Amity School of Hospitality, Amity University, Uttar Pradesh since 2019.
- IIM, Simaur - Interview panel member for the supernumerary admission process – March 2020.

- Member of UG Board of Studies, Institute of Hotel and Tourism Management, MDU, Rohtak for two years from August 2020.
- Examiner IHTM, MDU, Rohtak April 2019
- **Member**, Area Advisory Board of Amity School of Hospitality, Amity University, Uttar Pradesh since 2019.
- Examiner – Amity University Noida March 2013.

### **DESIGN OF NEW CURRICULA AND COURSES**

- **Designed** as per NEP the syllabus of **B.Voc Food Production**, Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi 2023.
- **Designed** the syllabus of **Bachelor of Hotel Management**, Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi 2020.
- **Designed** the syllabus of B.Voc Food Production, Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi 2020.
- Jamia Hamdard - review of overall syllabus and introduction of MHM October, 2019.
- Coordinated with Amity University, Noida in syllabus preparation of UG & PG Course - **Managing Front Office in Hotels (MBA & BHM)**2019.
- Coordinated with Amity University, Noida in syllabus preparation of **PG Course - Managing Room Revenue for Hospitality Industry (MBA)**2019.
- Coordinated with Amity University, Noida in syllabus preparation of **Room Revenue Management for Hospitality Industry** for UG Course – Bachelor of Hotel Management2019.
- Coordinated with Amity University, Noida in syllabus preparation of **PMS for UG Course – Bachelor of Hotel Management** 2019.
- **Designed the syllabus** of **BHMCT** for Guru Gobind Singh Indraprastha University, Delhi 2018.

### **MEMBERSHIPS AND AFFILIATIONS**

- Advisory Member WICCI Hospitality & Tourism Council NCR (Women’s Indian Chamber of Commerce and Industry (WICCI): *India’s National Business Chamber for Women*).
- Life member of India Hospitality Congress.
- Member of Centre for Education Growth and Research (CEGR), New Delhi
- Member of Trainers Forum – The largest Trainers network in India
- Member of Hotel and Hospitality Media, Networking and Career
- Member of Hotel Industry Professionals Worldwide

### **COURSES TAUGHT AT M. Phil /Ph.D. PROGRAM**

- Research Methodology since 2019

### **COURSES TAUGHT AT UNDERGRADUATE PROGRAM**

- Research Methodology
- Research Project Report
- Room Division Management
- Revenue Management
- Front Office Operations and Management
- Hospitality Sales and Marketing
- Housekeeping Operations and Management



- Business Communication Personality Development for Hospitality
- Event Management
- Nutrition

### **RESEARCH INTERESTS**

- Guest Satisfaction, Service Quality, Customer Loyalty.
- Women Guests/ Women Travellers
- Entrepreneurship in Hospitality and Tourism.
- Community based tourism.
- Environment Management/ Sustainability in Hospitality and Tourism
- Hospitality Management
- Tourism Management

The above information is best to my knowledge.  
(Dr. Sarah Hussain)