

Curriculum Vitae: Harold J. Richins, PhD
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C.V. Overview Of Competencies, And Experiences:

Educational Background:

PhD with a focus on decision-making, behavioral influence and management particularly within a tourism development and resort destination context from James Cook University, Australia.

Masters degree in business from University of Oregon, USA with marketing major, resort marketing and entrepreneurship emphasis.

Bachelors degree in business from University of Oregon, USA with marketing major.

Substantial Background In Academic Leadership, Administration And Development:

Extensive leadership in diverse educational institutions. Substantial experience in college/university administration, coordination, management and teaching experience at six institutions in four countries (Canada, Australia, New Zealand and USA). This has included successful academic strategic planning, program development, administrative management, curriculum, coordination and community engagement roles in areas of tourism, resort and hospitality management and sustainability and entrepreneurship.

Previously I was Chair of the Graduate Program at the School of Travel Industry Management (Tourism/Destination Management, Resort/Hospitality Management, and Transportation Management) at University of Hawaii. Also I was Professor at Sierra Nevada College in Incline Village, Nevada where I was Chair of the Resort Management Program and the Hospitality and Tourism Management Program. I also developed and was Chair and Head of Department of a research and education center (Center for Interdisciplinary Management Studies) at New Zealand's top School of Management. This housed six interdisciplinary management programs including: Tourism Management (including hospitality), Leisure (recreation) Management, Management of Technology, Environment and Management, Not-for-profit Management, and Maori Resource Management. In addition, I was Head of Discipline Group in Tourism Management and Sustainable Tourism at the University of the Sunshine Coast in Australia.

My background has involved tenured academic positions at four institutions in Canada, Australia and New Zealand. I have been in management and program coordination roles at every institution and enterprise in which I have been involved since 1981 (since 1987 in my academic career).

Active Development And Management Background In Professional Areas:

Seven years management experience with major corporations in various functions including Tektronix, Inc. and Nike, Inc.

Eight years experience in developing, consulting, marketing, operating and managing businesses, including five years in the development, ownership, management and marketing of a small business enterprise with a focus on yachting holidays, special interest lodging and recreation and adventure activities to resort destinations in the Mediterranean, Caribbean and Pacific regions: Island Adventures Holidays. I currently conduct consulting work in ski and mountain resort management.

Substantial Scholarship - Research Publications, Professional Projects And Seminars:

I have produced over 130 academic and professional research publications and projects in areas of tourism, hospitality and leisure, and related areas of marketing, education, entrepreneurship, community development and sustainable management. This includes over 50 refereed journal papers, book chapters, edited publications and refereed conference publications. I have also been directly involved in over 120 conference, workshop and symposium contributions of which close to 90 papers have been presented (see publications and presentations within this C.V.). I have also conducted numerous consultancies, grants and projects in related areas of tourism and hospitality marketing, special interest tourism management (ecotourism, adventure tourism, cultural tourism, sport tourism), sustainable tourism, tourism decision making, community development and small business.

Community Engagement, Professional And Industrial Consultancy Experience:

Extensive and continuing involvement with local industry and the community.

I have worked extensively in a diversity of capacities within community organizations and associations. These experiences have including chairing and membership (including board membership) with numerous community groups related to tourism marketing and management, sustainable tourism and leisure product development, sustainable development, environmental protection and education. See under "Community Service Experience" for more detail regarding this involvement.

Numerous consultancies, grants and community projects

I have conducted numerous consultancies, grants and projects in related areas of tourism and hospitality, marketing, entrepreneurship and small business management.

Active academic membership and engagement

I have been active with memberships on numerous international, national, regional and local editorial and professional boards and associations.

I have also been directly involved in 120 conference, workshop and symposium contributions of which close to 85 papers have been presented.

Academic Positions Held:

Thompson Rivers University (Kamloops, British Columbia, Canada - from April 2009)

Dean and Professor, School of Tourism.

Responsible for academic, program, scholarship and community development of three departments: Department of Tourism Management, Department of Culinary Arts, Department of Adventure Studies.

University of Hawaii (Honolulu, Oahu, USA - 2006-2009)

Graduate Chair, School of Travel Industry Management. Responsible for graduate program in tourism and hospitality management. Teach courses related to services management, ecotourism and sustainable tourism, tourism and hospitality marketing and tourism and information technology at the undergraduate and graduate level. I was hired and have served as Chair of the Graduate Program at the Associate Professor level.

Sierra Nevada College (Incline Village, Nevada, USA - 2005-2006)

Chair and Professor within Department of Management, Responsibilities included Resort Management, Ski Resort Business, and Hospitality and Tourism Management. Also responsible for redevelopment of the curriculum for Entrepreneurship, Management and International Business.

University of the Sunshine Coast (Maroochydore, Queensland, Australia - 2000-2004)

Head of Discipline Group and Associate Professor, Tourism Management and Sustainable Tourism, Faculty of Business.

Waikato University (Hamilton, New Zealand - 1996-1998)

Development Chairperson, Associate Professor and Head of Department, Center for Interdisciplinary Management Studies, (Tourism Management, Environment and Management, Leisure Management, Management of Technology, Not-for-profit Management, Maori Resource Management). Waikato School of Management.

University of Newcastle (Previously Hunter Institute of Higher Education) (Newcastle, Australia - 1990-1996 and 1998-2000)

Coordinator of Postgraduate Programs, School of Business.

Director of Hospitality and Tourism Management.

Program Coordinator for Tourism Major of Bachelor of Social Science (Recreation and Tourism).

Southern Cross University (Previously Northern Rivers College) (Lismore, New South Wales, Australia - 1989-1990)

Program development, teaching and Acting Coordinator, Bachelor of Business in Tourism and Hospitality, Department of Tourism and Hospitality.

Mt. Hood Community College (Gresham, Oregon, USA - 1987-1989)

Program Coordinator responsible for development, coordination, and teaching in the Small Business Management and Entrepreneurship Degree Program.

Previous non-academic management responsibilities

Island Adventures (Portland, Oregon, 1984 - 1989)

Founder, Director and Marketing Manager.

Responsible for development and ownership of small tourism and recreation business for five years with a focus on yachting and adventure holidays, special interest recreation activities and resort destinations in the Mediterranean, Caribbean and Pacific regions.

Nike Inc. (Beaverton, Oregon, 1984 - 1986)

Manager of Quality Assurance; Nike Apparel Division.

Customer and Consumer Marketing Research Projects Coordinator; Nike Sales Systems & Analysis.

Tektronix, Inc. (Beaverton, Oregon, 1980 - 1984)

Operations Support and Financial Manager; Corporate Procurement and Quality Assurance.

Procedures and Systems Audit Manager; Corporate Purchasing and Distribution Division.

Corporate Strategic Planning Analyst; Manufacturing Planning Division.

Other experience (mostly between 1971-1980) have included:

- *Founder and Principle, Sierra Research Associates, LLC (2005 to present)*
- *Marketing Consultant, Consumer Research and Marketing, Inc.*
- *Marketing Communications Account Coordinator and Marketing Analyst; Advertising Department; Tektronix, Inc.*
- *Head Ski Coach and Manager (three years); University of Oregon Ski Team (alpine and nordic men and women - qualified for and attended as coach the NCAA national championship).*
- *Manager and Sales Manager, Green Acres of America, Inc. (retail sustainable living store).*
- *Manager, Homestead Distributing, Inc. (wholesale sustainable living products).*
- *Alpine Ski Coach for two years; High School Dist. 4J.*
- *Sales-person; Anderson's Sporting and Ski Goods.*
- *Receiving Assistant; University of Oregon Co-op Bookstore.*
- *Sales-person: Sport Haus Sports Merchandise*
- *Utility and Night Watchperson; Brand-S Plywood Manufacturing.*
- *Marketing and Management Development Consultant, Big Cat South Pacific (Dolphin Watch Cruises) and Aussie Outback Lodges (Eco-lodging).*

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C. V. DETAIL Of Competencies And Experiences:

Educational Background:

Doctor of Philosophy, Department of Tourism

James Cook University, Australia, Supervisor: Foundation Professor Philip Pearce.
(approved March, 1997, conferred 1998).

PhD with a focus on decision-making, behavioral influence and management particularly within a tourism development and resort destination context from James Cook University, Australia.

Thesis title: Influences on Decision Making for Tourism Developments: Eastern Australian Local Government Areas.

The primary objective achieved by the thesis was to explore the key influences that affect individual decision makers in organizations regarding resort and destination development decisions in resort and recreational focused communities. The research also explored relevance of sustainability issues in destination decision making. The thesis involved two key case studies in the research including Whitsundays, Queensland and Port Stephens, New South Wales, Australia. In addition a major study was conducted of elected local government councils in New South Wales and Queensland. A main aim was to compare and contrast local destination development decision making across a variety of settings, looking at both external and internal factors that may affect these decisions.

The research developed a new typology of decision influence, established a profile of communities and decision makers in resort destinations in Eastern Australia and determined the degree to which specific profile characteristics have an effect on destination development decision making. The research also developed a new type of community development scenario, which can be used for understanding positions and community sentiment regarding the development of destinations.

Master of Science in Business Administration

University of Oregon, 1985.

Major in marketing.

Minor emphasis in entrepreneurship, small business management and recreation.

Thesis: The Development of Marketing in Destination Resorts (Ski and Summer Recreational Resorts) in the Western United States, 1978 to 1985. This included Colorado, Utah, Wyoming, Montana, Idaho, Arizona, New Mexico, Washington, Oregon and California.

Courses taken for Masters degree:

Seminar in Entrepreneurship, Advanced Entrepreneurship, Marketing Communications, International Marketing Management, Readings in Resort and Recreational Management, Principles of Advertising, Readings in Public Relations, Advertising Agencies, Public Relations Planning and Administration, Thesis in Marketing, Public Relations Problems, Management Analysis, Instructional Programming Television, Basic Film Production, Real Estate Economics, Accounting Concepts, Financial Environment, Managerial Accounting Concepts, Readings in Problems of International Management, Problems in International Management.

Bachelor of Science in Business Administration,

University of Oregon, 1975.

Major in marketing.

Courses taken for Bachelors Degree:

Arts and Social Sciences:

Anthropology (Archaeology), Anthropology (Cultural Anthropology), Anthropology (Physical Anthropology), Art and Architecture (Environmental Cultural Milieu), Art and Architecture (Experimental Films), Art and Architecture (Motiongraphics), Basic Guitar, English Composition (Introductory and Advanced), Fundamentals of Speech, Geography (American West), Geography (European), Geography (Natural Environment), Intro to Literature, Psychology (Personality), Theory and Literature of Rhetoric (one year)

PE, Recreation and Health:

Camp Counselling, Canoeing, Competitive Skiing, Golf, Health Education, Mountain Hiking, Rock Climbing, Squash

Science and Math:

General Physics (one year), Physics Lab (one year), General Chemistry (close to one year), Chemistry Lab (one year), General Geology, Geology (Oceanography), Math (Algebra), Math (Calculus), Math (Functional)

Business and Management:

Analysis of Consumer Behavior, Consumer Issues, Industrial Marketing, Market System and Analysis, Marketing Analysis, Marketing Communications, Marketing Research, Retail Administration, Advanced Retailing, Interpersonal Relations, Accounting (Managerial), Business and Social Responsibility, Business Data Programming, Business Statistics (Introductory and Advanced), Economics (one year), Environment of Business, Financial Management, Interpersonal Relations, Accounting (Introductory), Introduction to Law, Readings in Business and Social Responsibility, Readings in Business Philosophy, Social Philosophy of Business

Current and Academic Responsibilities (last ten years):

Dean, School of Tourism, Thompson Rivers University.

Responsible for academic, program, scholarship and community development of three departments: Department of Tourism Management, Department of Culinary Arts, and Department of Adventure Studies.

Chair of Graduate Program, School of Travel Industry Management, University of Hawaii.

I have been responsible managing and directing developments in the postgraduate program within the world leading School of Travel Industry Management including the MS in Travel Industry Management and introducing two new specializations to the program including Resort and Hospitality Management and Destination and Tourism Management. This also included the development of a preliminary proposal for a new PhD (thesis and coursework) within the TIM School. I have established and nurtured effective multidisciplinary links within the university, industry, government, community and other academic institutions within my area of academic interest. I served as Research Associate for University of Hawaii Environmental Studies Center for one semester and developed MOU agreements and associations with Bali Polytechnic, University of Guam and Stanford University.

Program Chair, Resort Management and Hospitality and Tourism Management, Sierra Nevada College.

I coordinated developments in learning, administration, scholarship and community within the area of resort management and hospitality and tourism at the Sierra Nevada College. I chaired a complete restructuring proposal of the Hospitality and Tourism Major and the Ski Business and Resort Management Major. My work on this also included a complete curriculum redevelopment and preliminary proposal for majors in Management and Entrepreneurship and Global Business and International Studies. I was elected and served on College wide committee to completely restructure the general education curriculum for the college. I established and nurtured effective links with industry, government, community and other academic institutions in related discipline areas. I received the top Sierra Nevada College award for distinguished service to the College in 2006, and was given the award for Nevada Business Person of the Year for Future Business Leaders of America in 2006.

Head of Tourism, University of the Sunshine Coast.

I managed and directed developments in research, learning, administration and community within the area of tourism at the University of the Sunshine Coast. I established and nurtured effective links with industry, government, community and other academic institutions in learning and research. I developed numerous programs, curriculum and educational links in Tourism, Sustainable Tourism, Hospitality, and related areas of Sport, Recreation and Leisure Management.

Qualifications in which I was responsible for developing while at USC include: upgrade of the Bachelor of Business with a major in Tourism, joint degrees with TAFE (similar to community college system in the USA) in Sport and Recreation Management and Meeting and Event Management, Hospitality Management, Tourism Operations Management, Bachelor of Sustainable Tourism, Bachelor of Business (Tourism), Graduate Diploma in Tourism Management, Graduate Certificate in Tourism Management, Bachelor of Sport, Health and Leisure (new qualification proposed).

I was involved with proposal planning and developing research program initiatives with a significant tourism and leisure- recreation contribution related to various centres and institutes operating within University of the Sunshine Coast. These include Sunshine Coast Regional Institute for Business Enterprise (SCRIBE-Tourism Program Coordinator), Institute for Sustainability, Health and Regional Engagement (iSHaRE-Sustainable Tourism Program Coordinator) and the Research Centre for Sport Performance and Healthy Activities (Leisure Program Coordinator).

Director of Hospitality and Tourism Management. Central Coast Campus, University of Newcastle.

I was responsible for managing and directing developments in hotel management, tourism management, graduate work in tourism and hospitality management and other potential programs in sport, recreation and club management. I developed programs with an interdisciplinary focus both internally and externally. I initiated a proposal for an international educational program in tourism and hospitality. I was responsible for assuring the articulation (credit transfer) of TAFE (similar to community college) and University education. I developed a feasibility proposal for establishing a centre of regional hospitality and tourism management education and research.

Coordinator of Postgraduate Programs, School of Business, Central Coast Campus, University of Newcastle.

I was responsible for managing and directing developments in the Master of Management Enterprise and other post-graduate programs within the School of Business. This also included the proposed development of the new Professional Doctorate in Management as well as proposals for the development of various Graduate Certificates (Hotel Management, Club Management, Tourism Management, Recreation and Sports Management).

Development Chairperson, Head of Department and Chair, Centre for Interdisciplinary Management Studies, University of Waikato.

I initiated and was responsible for the development of a research and education centre, which housed six interdisciplinary management programs: Tourism Management, Leisure (recreation) Management, Environment and Management, Not-for-Profit Management, Maori Resource Management, and Management of Technology. This responsibility also included administrative, human resource and financial responsibility for the Centre, which was an interdisciplinary department of the School of Management. Qualifications developed/redeveloped included Tourism Program Major (nine courses), Leisure Management Major, development of Hospitality stream within Tourism Program, development of Environment and Management Major, Postgraduate Diploma in Tourism Management, Graduate Diploma in Tourism Management, Masters Degree in Tourism Management and preliminary development of Bachelor of Tourism (which is now a degree program at University of Waikato and includes hospitality, sport and recreation-leisure).

Director of Tourism Management Program. University of Waikato

I was also responsible at the University of Waikato as Director of the Tourism Management Program. This program included: Bachelor of Management Studies (Tourism Management) with streams in Tourism and in Hospitality, Master of Management Studies (Tourism Management), Master of Philosophy, Doctor of Philosophy, Graduate Diploma in Tourism Management, and Postgraduate Diploma in Tourism Management.

Academic Research Publications, Professional Projects And Seminars:

I have produced over 130 academic and professional research publications and projects in areas of tourism, hospitality and leisure, and related areas of marketing, education, entrepreneurship, community development and sustainable management. This includes over 50 refereed journal papers, book chapters, edited publications and refereed conference publications. I have also been directly involved in over 120 conference, workshop and symposium contributions of which over 85 papers have been presented. I have also conducted numerous consultancies, grants and projects in related areas of tourism and hospitality marketing, special interest tourism management (ecotourism, adventure tourism, cultural tourism, sport tourism), sustainable tourism, tourism decision making, community development and small business.

List of publications and major research reports:***Journal Papers and Conference Publications (Refereed to be submitted)***

Richins, H. (to be submitted to refereed journal). Taking Action on Pro-poor Tourism Through Regional, National and International Collaboration: An Evaluation of Cases in Southeast Asia.

Richins, H. (paper being edited for final submission to refereed journal) Community Attributes Which Influence Decisions Concerning The Development Of Tourism.

Ananayo, J. & Richins, H. (paper being edited for final submission to refereed journal). Community Based Eco-Cultural Tourism Development Within A World Heritage Site: A Case Study of the Ifugao Rice Terraces in Northern Philippines

Rowell, M. & Richins, H. (paper being edited for final submission to refereed journal). Tourism Industry Responses To Climate Change In Hawaii: From Knowledge To Action.

Ananayo, J. & Richins, H. (paper being edited for final submission to refereed journal). Regional Collaboration in Community-Based Tourism in World Heritage Sites: The Ifugao Rice Terraces

Research complete, paper being prepared for Journal of Small Business Management. Richins, H. & Apostoiu, E. Effective Marketing Special Interest Travel: Perceptions of Small and Medium Sized Tourism and Hospitality Operators.

Journal Papers and Conference Publications (Refereed)

Ananayo, J. & Richins, H. (2010). Village Culture and Community Based World Heritage Management: A Case Study of the Ifugao Rice Terraces of the Philippine Cordilleras. Asia Pacific Tourism Research Conference publication, Macao, China

Richins, H. & Scarinci, J. (2009) TOURISMOS: An International Multidisciplinary Journal of Tourism. Climate Change and Sustainable Practices: A Case Study of the Resort Industry in Florida.

- Richins, H. (2008). Environment, Development and Sustainability - A Multidisciplinary Approach to the Theory and Practice of Sustainable Development. Environmental, Cultural, Economic and Socio-community Sustainability: An Inclusive Framework for Sustainable Tourism in Resort Destinations.
- Richins, H. (2008). Building Sustainable Tourism as an Integral Part of the Resort Community. International Journal of Tourism Policy. Vol. 1, No.4, pp. 315-334
- Mayes, G. & Richins, H. (2008). Two Differing Examples of Sustainable Practices and Pro-environmental Outcomes. Tourism in Marine Environments. Volume 5, Numbers 2-3, pp. 201-214
- Scarinci, J. & Richins, H. (2008). Specialist Lodging in the USA: Motivations of Bed and Breakfast Accommodation Guests. Tourism an International Interdisciplinary Journal. Vol. 56 No 3, pp. 271-282.
- Richins, H., & Mayes, G. (2008). Historical Progression Of Sustainable Management Concerning Marine Tourism Activities: A Case Study In Eastern Australia. Journal of Tourism and Hospitality Planning & Development. Volume 5, Issue 2, pp. 97-112
- Richins, H. & Scarinci, J. (2008) Commitment to Green Lodging Principles in Addressing Climate Change in Florida. Published in refereed conference proceedings of the Asia Pacific Tourism Association International Conference in Bangkok, Thailand. (July, 2008).
- Mayes, G. & Richins, H. (2007). The Growth and Development of Sustainable Dolphin and Whale Management Practices for Tour Boat Operators: a Case of Port Stephens, New South Wales, Australia. Published in refereed proceedings of APTA/CHRIE Asia Pacific Tourism Conference held in Beijing. (July, 2007).
- Mayes, G. & Richins, H. (2007). Dolphin Watch Tourism: A Cross-Case Comparison of Two Differing Examples of Sustainable Practices and Pro-Environmental Outcomes. Published in refereed proceedings of 5th International Coastal and Marine Tourism Congress: Balancing Marine Tourism, Development and Sustainability, Page 87-102.
- Spinks, W., Lawley, M. & Richins, H. (2005) Satisfaction with Built Tourist Attractions: The Influences of Individual Visitor Characteristics, Journal of Tourism Studies. (16)1
- Van Hees, G. & Richins, H. (2005) Cultural Tourism and its Contribution to the Cultural Development of Tourism Attractions: A Case Study of Maroochy Shire, Queensland, Australia, Paper in refereed proceedings of: CAUTHE 2005 - Sharing Tourism Knowledge, Alice Springs, Australia
- Spinks, W., Lawley, M. & Richins, H. (2005) Satisfaction Influences of Tourists Attending Tourist and Leisure Attractions in Queensland, Australia, Paper in refereed proceedings of: CAUTHE 2005 - Sharing Tourism Knowledge, Alice Springs, Australia
- Mayes, G., Dyer, P., Richins, H. (2004) Dolphin-Human Interaction: Changing Pro-Environmental Attitudes, Beliefs, Behaviours and Intended Actions of Participants Through Management and Interpretation Programs; Annals of Leisure Research (7)1.
- Mayes, G., and Richins, H. (2004) What Effect Does Swimming With Wild Dolphins Have Upon the Pro-Environmental Attitudes, Beliefs, Intended Behaviours and Intended Actions of Participants? Refereed paper in Australian National Tourism and Hospitality Research Conference: CAUTHE.

- Thomas, M., and Richins, H. (2004) Describing and Enhancing the Image of Small Towns for Tourism: An Australian Study. Refereed paper in Australian National Tourism and Hospitality Research Conference: CAUTHE.
- Scarinci, J., and Richins, H. (2003) Motivations for visiting Bed and Breakfast accommodation: Implications for niche marketing. Refereed proceedings of the Asia Pacific Tourism Association Conference. Asia Pacific Tourism Association Eighth Annual Conference, Sydney.
- Thomas, M. & Richins, H. (2003) A study of five regional towns in Australia: Tourist's and resident's perceived destination images. *Tourism An International Interdisciplinary Journal*. (51)4
- Geno, B., Dunn, J., and Richins, H. (2003) Greening Small and Medium Sized Tourism Enterprises in Queensland: Challenges for Managers. Refereed proceedings of the Asia Pacific Tourism Association Conference. Asia Pacific Tourism Association Eighth Annual Conference, Sydney.
- Thomas, M. & Richins, H. (2002) Tourist's and Resident's Image of a Small Coastal Tourist Town: The Case Study of Cardwell, North Queensland. Refereed Proceedings of 12th International Research Conference of CAUTHE - Tourism and Hospitality on the Edge, Fremantle, Australia
- Richins, H. (2000) Perceived Influences On Local Government Decision Making Concerning Tourism. *Journal of Tourism Studies* (11)2
- Richins, H. (2000) Tourism Development and Decision Making: A Comparison of Two Tourism Oriented Communities in Australia. *International Journal of Management and Tourism*. 8(1) 25-46.
- Richins, H. & Pearce, P. (2000) Influences On Tourism Development Decision Making: Coastal Local Government Areas In Eastern Australia, *Journal of Sustainable Tourism*. 8(3) 207-231.
- Richins, H. (2000) Using Maori Imagery In New Zealand Tourism Marketing: Perceptions of Local Tourism Operators in Rotorua. Refereed Proceedings of the Asia Pacific Tourism Association. Asia Pacific Tourism Association Sixth Annual Conference, Phuket.
- Richins, H. (2000). Structural Factors And Their Influence On Community Decision Makers Regarding Tourism Development. *Asia Pacific Journal of Tourism Research*. 5(1) 25-37.
- Richins, H. (2000) Community Decision Making in Tourist Settings: A Study of Port Stephens and Whitsunday Local Government Areas. Refereed Proceedings of the Peak Performance in Tourism and Hospitality Research CAUTHE 2000 National Tourism Research Conference. Mt Buller
- Richins, H. (1999). Issues And Pressures In Managing Coastal Communities Regarding Tourism And Development. Refereed Proceedings of the 1999 CAUTHE National Tourism Research Conference. Adelaide, South Australia, 71-82.
- Richins, H. (1999). Utilising Mixed-Method Approaches In Tourism Research. *Pacific Tourism Review Journal*. 3(1), 95-99.
- Richins, H. (1999) Local Government And Tourism Decision Making: Issues And Considerations. Refereed Proceedings of the Asia Pacific Tourism Association. Asia Pacific Tourism Association Fifth Annual Conference, Hong Kong.

- Richins, H. (1998). Influences On Tourism Development Decisions: Structural Factors Which Impact Decision Makers. Refereed Proceedings of the Asia Pacific Tourism Association. '98 Tanyang International Tourism Research Conference, Korea.
- Rachman, Z. M. & Richins, H. (1997). The Status Of New Zealand Tour Operator Web Sites. *Journal of Tourism Studies*. 8(2)
- Richins, H. (1997). Community Tourism Scenarios And Their Use In Tourism Research. *Asia Pacific Journal of Tourism Research*.
- Richins, H. (1997). Decision Making Complexities In Local Government: Appraising Tourism Developments. *Journal of Complexity in Human Systems*.
- Richins, H. (1997). Community Tourism Scenarios For Evaluating Resort Communities. Refereed Proceedings of the Asia Pacific Tourism Association. Taipei, Taiwan.
- Richins, H. (1996). Building Community Commitment For A Region's Future: The Case Of Port Stephens, NSW, Australia. invited for publication in special edited edition: D'Amore, L., *Visions in Leisure and Business: An International Journal of Personal Services, Programming, and Administration*. 14(4), 5-24.
- Richins, H., (1996). Setting An International Precedent: Ecotourism In Australia. invited for publication in special edited edition: D'Amore, L, *Visions in Leisure and Business: An International Journal of Personal Services, Programming, and Administration*, 14(1), 27-42.
- Richins, H. (1996). Tourism Decision Making In Local Communities: Constraints and Impacts. Refereed Proceedings of the National Tourism and Hospitality Conference. Coffs Harbour, 71-82.
- Weiler, B. & Richins, H. (1995). Extreme Ecotourists Or Extravagant Elites?: A Profile Of Participants On Earthwatch Expeditions. *Tourism Recreation Research*, 20(1). 29-36.
- Richins, H. (1995). Decision Making And Community Commitment In A Coastal Tourism Region. in refereed conference proceedings: National Tourism and Hospitality Research Conference, Victoria University, Melbourne, 177-193.
- Polonsky, M., Richins, H., Martin, F., Davey, G., (1994). Are Resorts Utilising Green Marketing? An Exploratory Investigation Of Australia's Tourist Facilities. *Greener Management Journal*, 8(Oct), 58-73
- Richins, H., Tait, R., and Hanlon, C., (1994). Merging Needs In Sport, Recreation And Tourism Education: A Pilot Study In Victoria And New South Wales, Australia, in refereed conference proceedings: National Tourism Research and Educators Conference, Griffith and Queensland Universities. Gold Coast.
- Tait, R., Richins, H., and Hanlon, C., (1993). Perceived Training Needs In Sport, Tourism And Recreation Management. *Leisure Options: Australian Journal of Leisure and Recreation*, 3(1), 12-31.
- Weiler, B., Richins, H., and Markwell, K. (1993). Barriers To Travel: A Study Of Participants And Non-Participants In Earthwatch Australia Programs. National Conference of Tourism Research, University of Sydney, published in refereed proceedings.
- Young, G., Richins, H., and Rugimbana, R. (1993). New Directions For Tourism Planning: Port Stephens Shire. National Conference of Tourism Research, University of Sydney, published in refereed proceedings, Bureau of Tourism Research, Canberra.

Richins, H., Young, G. & Rugimbana, R. (1992). Perceptions Of Tourism Development In Port Stephens: Selected Findings. published in refereed proceedings book, in Stanton, J. (ed.) National Tourism Research Conference, Newcastle, Institute of Industrial Economics, pp 101-114

Books, Book Chapters, Edited Publications and Manuals/Books

Laws, E., Richins, H., Agrusa, J., and Scott, N. (2011) *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Richins, H., Agrusa, J., Scott, N., Laws, E. (2011) *Destination Governance Challenges and Concerns: Questions of Development, Community Involvement, Responsiveness and Future Outcomes*. . In: Laws, E., Agrusa, J., Richins, H., and Scott, N. *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Richins, H., Agrusa, J., Scott, N., Laws, E. (2011). *Destination Governance Challenges and Concerns: Questions of Development, Community Involvement, Responsiveness and Future Outcomes*. In: Laws, E., Richins, H., Agrusa, J., and Scott, N. *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Scott, N., Laws, E., Agrusa, J. and Richins, H. *Tourist Destination Governance: Practice, Theory and Issues*. In: Laws, E., Richins, H., Agrusa, J., and Scott, N. *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Richins, H. (2011) *Issues and Pressures on Achieving Effective Community Destination Governance - A Typology*. In: Laws, E., Richins, H., Agrusa, J., and Scott, N. *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Richins, H., Agrusa, J., Scott, N., Laws, E. (2011) *Tourist Destination Governance Decision-Making: Complexity, Dynamics and Influences*. In: Laws, E., Richins, H., Agrusa, J., and Scott, N. *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Richins, H., Agrusa, J., Scott, N., Laws, E. (2011) *Tourist Destination Governance Approaches and Solutions: Structural Change, Community Engagement, Networks and Collaborations*. In: Laws, E., Richins, H., Agrusa, J., and Scott, N. *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Scott, N., Laws, E., Agrusa, J. and Richins, H. *Tourist Destination Governance - Some Approaches and Suggestions for Future Research*. (2011) In: Laws, E., Richins, H., Agrusa, J., and Scott, N. *Tourist Destination Governance: Practice, Theory and Issues*, Cabi Publishers.

Richins, H and Mayes, G. (2009) *Influences on Tourism Development Decision-making in Local Government Areas: Two Coastal Communities in Australia*. In edited book: Dowling, R. and Pforr, C. *Coastal Tourism Development: Planning & Management Issues*.

Cox LJ, Saucier M, Cusick M, Richins H, McClure B. (2009) *Achieving Sustainable Tourism In Hawaii Using A Sustainability Evaluation System*. Honolulu (HI): University of Hawaii.

Richins, H. (2009) *Connecting Tourism and Lifestyle in a Community: The Noosa Sustainable Tourism Strategy*. In edited book: Dowling, R. and Pforr, C. *Coastal Tourism Development: Planning & Management Issues*.

- Richins, H. (2006) *The Development and Impacts of Motorised Water Sports*. In Jennings, G. (ed.) *Water based Tourism, Sport, Adventure and Recreation*, Butterworth Heinemann.
- Norris, R., Vasiliauskas, E., Kennedy, A., Richins, H., and Bryan, A. (2004) *Involving the Community in Sustainable Development: Community Sector Boards, New Regionalism*.
- Richins, H., (2003) (ed.) *Issues and Directions in Tourism Futures*, Sunshine Coast Research Institute for Business Enterprise, Maroochydore, Queensland.
- Richins, H., Richardson, J., and Crabtree, A. (1996) (ed.) *Ecotourism And Nature-Based Tourism: Taking The Next Steps In Best Practice*. Ecotourism Association of Australia, Brisbane.
- Artist, S., and Richins, H. (1996). *Local Government Areas And Ecotourism Solutions: Working Together In Five 'Green' Local Government Areas Of New South Wales*. in Richins, H., Richardson, J., and Crabtree, A. (ed), *Ecotourism and Nature-Based Tourism: Taking the Next Steps in Best Practice*. Ecotourism Association of Australia, Brisbane.
- Richins, H. (1992). *Yachting Holidays, An Experience With Island Adventures* in B. Weiler and C. M. Hall, (ed.). *Special Interest Tourism*. Belhaven Press, London, 185-197.
- Richins, H., (1990). *Introduction to Tourism Marketing*. published introductory manual, external notes and study book (284 pages), Northern Rivers College, Lismore, Australia.

Consultant Reports, Other Papers and Project Publications

- Richins, H. & Riley, C. (2011). *National Wage and Salary Survey of Mountain Resorts*. SRA-NSAA. Denver.
- Richins, H. & Riley, C. (2011). *International Visas in Employment Practice in US Ski Resorts, 2010*. SRA. Truckee, CA.
- Richins, H. & Riley, C. (2011). *Sierra Nevada Resorts Prevailing Wage Analysis, 2011*. SRA. Truckee, CA.
- Richins, H. & Riley, C. (2010). *National Ski Areas Association Results of the National Salary Survey*. NSAA. Denver.
- Richins, H. & Riley, C. (2010). *Vermont Ski Areas Association Wage and Salary Analysis, 2010*. SRA. Truckee, CA.
- Richins, H. & Riley, C. (2010). *Sierra Nevada Resorts Prevailing Wage Analysis, 2010*. SRA. Truckee, CA.
- Richins, H. & Riley, C. (2010). *Use of International Visas in Employment Practice in US Ski Resorts, 2010*. SRA. Truckee, CA.
- Richins, H., Cusick, J., Cox, L. & McClure, B. (2009). *A Dearth of Ecotourism Scholarship in Hawai'i: An Annotated Bibliography of the Ecotourism Literature - 1987-2007*. STEP: University of Hawaii, Manoa
- Richins, H. & Riley, C. (2009). *National Ski Areas Association Results of the National Salary Survey*. NSAA. Denver.
- Richins, H. & Riley, C. (2009). *Use of International Visas in Employment Practice in US Ski Resorts, 2009*. SRA. Truckee, CA.

- Richins, H. & Riley, C. (2009). Vermont Ski Areas Association Wage and Salary Analysis, 2009. SRA. Truckee, CA.
- Richins, H. & Riley, C. (2009). Sierra Nevada Resorts Prevailing Wage Analysis, 2009. SRA. Truckee, CA.
- Richins, H. (2008). Integrating Political, Technological And Change Management Forces In Achieving Sustainable Tourism Success In The Hawaiian Islands. Invited publication on the role technology will need to play in the 21st century to enable the global community to minimize its collective impact on the environment. Microsoft Environment. Microsoft Corporation.
- Richins, H. & Riley, H. (2008). U.S. Ski Resort Employee Wages Increase 5.5% over 2008. NSAA Journal. NSAA. 16(4).
- Richins, H. & Riley, C. (2008). Vermont Ski Areas Association Wage and Salary Analysis, 2008. SRA. Truckee, CA.
- Richins, H. & Riley, C. (2008). National Ski Areas Association Results of the National Salary Survey. NSAA. Denver.
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- Riley, H. & Richins, H. (2007). Study Indicates Average Wages Up More Than 5 Percent Over Last Season. NSAA Journal. 15(4). Pg 9.
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- Riley, H. & Richins, H. (2006). Results of the National Salary Survey, NSAA Journal 14(4). Pg 8.
- Richins, H., & Riley, C., (2006) National Ski Areas Association National Compensation Strategies, NSAA, Denver.
- Richins, H., Mathers, D., Gaber, C., Richins, K., Griffin, V., Rickard, G., and Johnson, D., (2004) Noosa Sustainable Tourism Strategy Incorporating Existing Tourism Product Strategies Draft 2, Noosa Community Tourism Board, Noosa Shire Council.
- Richins, H., Richins, K., Rickard, G., and Johnson, D. (2003) Noosa Existing Tourism Product Strategy, Noosa Community Tourism Board, Noosa Shire Council.
- Richins, H., Mathers, D., Gaber, C., Richins, K., Griffin, V., (2003) Noosa Sustainable Tourism Draft Strategy, Noosa Community Tourism Board, Noosa Shire Council.
- Richins, H. & Mathers, D. (2002) Sustainable Tourism Strategic Development Report for Noosa Shire Community.
- Brown, G. & Richins, H. (2001) Evaluating Sponsors and Media Tourism Responses to the Sydney Olympics. Report as part of research project for University of South Australia and in part in conjunction with the Cooperative Research Center for Sustainable Tourism.
- Richins, H. (1995). Ecotourism Association of Australia Newsletter. The University of Newcastle, Volume 4, No. 2.
- Entrepreneurial Consultancy Project Report To Set Up Marketing And Operational Aspects Of Big Cat South Pacific. Nelson Bay, New South Wales, Australia, (1995).

- Richins, H. (1995). Eco-Watch Newsletter. Publication of Eco-Network, Port Stephens, Inc. 3(2).
- Richins, H. (1995). Ecotourism Association of Australia Newsletter. The University of Newcastle, 4(1).
- Richins, H. (1995). Eco-Watch Newsletter. Publication of Eco-Network, Port Stephens, Inc. 3(1).
- Richins, H. (1994). Ecotourism Association of Australia Newsletter. The University of Newcastle, 3(3).
- Richins, H. (1994). Ecotourism Association of Australia Newsletter. The University of Newcastle, 3(2).
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- Richins, H. (1993). Ecotourism Association of Australia Newsletter. The University of Newcastle, 2(3).
- Olley, J., Richins, H., and Dunbar, J. (1993). Tilligerry Ecotourism Habitat: Proposed Strategies - A Cameo of the Ecology and Culture of the Tilligerry Peninsula. Representation on the draft assessment of Crown lands at Tanilba Bay, Tanilba, NSW.
- Richins, H. (1993). Ecotourism Association of Australia Newsletter. The University of Newcastle, 2(2).
- Richins, H. (1993). Achieving The Needs of a Community Through Tourism: Alternative Strategies for Tanilba Bay Property. Tanilba, NSW.
- Richins, H. (1993). Ecotourism Association of Australia Newsletter. The University of Newcastle, 2(1).
- Richins, H., Dawson D., and Future, F. (1993). (ed) Eco-Watch Newsletter. Publication of Eco-Network Port Stephens Inc, 1(1).
- Richins, H. (1992). Ecotourism Association of Australia Newsletter. The University of Newcastle, 1(2).
- Weiler, B. & Richins, H., (1992). Marketing Study for Earthwatch Scientific Environmental Vacations organization. Sydney, Australia
- Richins, H. (1992). Ecotourism Association of Australia Newsletter. The University of Newcastle, 1(1).
- Richins, H., (1990). Marketing Study To Effectively Promote Lennox Head As A Family Tourist Destination. Lennox Head, New South Wales, Australia.
- Richins, H., J. Lane and P. Vitartas (1989). Market Research Study: Lismore - Sydney Air Service. Lismore City Council and Lismore Shire, Norsesearch, LTD, Lismore, Australia.
- Richins, H. (1987). Feasibility Study For The Implementation Of North-Western United States' First Associate Degree Program In Entrepreneurship And Small Business Management. Greshem, Oregon, USA.
- Richins, H. (1985). The Development Of Marketing In Destination Resorts (Ski And Summer Recreational Resorts) In The Western United States, 1978 to 1985. Master of Science in Business Administration Thesis, University of Oregon. Eugene, Oregon, USA.
- Richins, H., (1979). Cultural, Economic And Political Factors In The Feasibility Of Exporting Solar Units To Australia And Japan From The United States. Eugene, Oregon, USA.

- Richins, H., (1979). Historical Perspectives Of Indian Ford Ranches Recreational Home Development And Its Impact On The Town Of Sisters Resort Community. Sisters, Oregon, USA.
- Richins, H., (1979). U.S. National Forest Multi-Use Planning And Its Impact On Diverse Recreational Needs In The State Of Oregon (Including Destination And Day-Use Ski Resort Development). Eugene, Oregon, USA.
- Richins, H., (1979). KSL Television Newscast Consultancy Study For Determining Community Perceptions Of KSL News. Salt Lake City, Utah, USA.
- Richins, H., (1979). Public Relations Method For Enhancing Mt. Hood Meadows Ski Resort In The Mt. Hood National Forest Recreation And Tourist Area. Hood River Oregon, USA.
- Richins, H., (1978). Direct Sales And Mail Order Consultancy Study For Tektronix National Marketing Center. Beaverton, Oregon, USA.
- Richins, H., (1976). Strategic Marketing Development Plan For Tektronix, Inc. Beaverton, Oregon, USA.
- Richins, H., (1975). Feasibility Consultancy Study For The Start Up Of A Racquet Ball Athletic Sports Club. Eugene, Oregon, USA.
- Richins, H., (1975). SBA Consulting Program Six Month Study To Determine The Effectiveness And Value Of The Small Business Association Consulting Program To Businesses In The Regional Area. Eugene, Oregon, USA.
- Richins, H., (1975). Small Business Feasibility Study Of National Mail Order Of Photographic Slide Films. Eugene, Oregon, USA.

Conference Publications (non-refereed)

- Norris, R., Vasiliauskas, E., Kennedy, A., Richins, H., and Bryan, A. (2002) Choosing Noosa's Future: Community in Sustainable Development. Included in Proceedings of New Regionalism Conference. Churchill, Australia.
- Mayes, G. & Richins, H. Dolphin Days at Port Stephens. (2002) Influences Of Interpretation on Participants of Two Divergent Interpretation and Interaction Experiences Aboard Dolphin Watch Boats at Port Stephens, NSW. Published CD of International Ecotourism Conference presentation.
- Dunn, J., Richins, H. & Geno, B. How Green is the Small Tourism Operator? (2002) A Case Study of Attitudes and Actions toward Environmental Regulation in Queensland. Published CD of International Ecotourism Conference presentation.
- Muir, J, Mayes, G. & Richins, H. (2002) Dolphin Swim Programs: How Research Can Assist in Maximizing the Impacts on the Humans (and Minimising the Impacts on the Dolphins). Published CD of International Ecotourism Conference presentation.
- Richins, H. (1999). Community Influencing Characteristics In Tourism Development. Fourth Conference of the Australian and New Zealand Association for Leisure Studies Proceedings of the National Tourism and Hospitality Conference. Hamilton, New Zealand, 205-211.

- Richins, H. (1998). *Coastal Management And The Sustainability Of Tourism In Regional Communities*. Proceedings of the Australian Tourism and Hospitality Research Conference. Gold Coast.
- Richins, H. (1997). *Complex Decision Making In Communities Affected By Tourism Development*. Proceedings of the Trails, Tourism and Regional Development Conference. Center for Tourism, University of Otago, New Zealand.
- Richins, H. & O'Keefe-Richins, K. (1994). *Achieving Parity Of A Community's Needs Through Tourism And Interpretation*, in Proceedings of National Conference: Open to Interpretation: Embracing interpretation in the Year of Indigenous Peoples, Interpretation Australia Association, Newcastle, 108-123
- Richins, H. (1993). *Alternative Directions For Tourism In Australia With Implications For The Indo-Pacific Region*. in proceedings of international seminar: 100 Years Celebration Seminar, Bangkok, Thailand, 1992
- Richins, H. & Tait, R. (1993). *Training Needs For Tourism And Sport And Recreation Management*. Published Proceedings of World Leisure and Recreation Association Congress: Leisure and Tourism: Social and Environmental Change, Sydney, 263-271.
- Tait, R., Richins, H., and Hanlon, C. (1993). *Management Needs In Sport, Tourism And Recreation*. ANZALS Conference (Australia New Zealand Association of Leisure Studies) in ANZALS Conference Publications.
- Richins, H. (1991). *What Is A Successful Tourism Graduate?* in B. Ward, J. Wells and M. Kennedy. (ed) *Tourism Education: National Conference Proceedings*. Bureau of Tourism Research, 37-52.
- Richins, H. & Richins, K. (1991). *Authenticity, An Endangered Experience*. In Ray Tabata, (ed) Published proceedings of The Third Global Congress of Heritage Interpretation International: Joining Hands for Quality Tourism, University of Hawaii, Honolulu, 321-326.
- Weiler, B. & Richins, H. (1990). *Escort Or Expert? Entertainer Or Enabler? The Role Of The Resource Person On Educational Tours*. in Brian O'Rourke (ed) Published proceedings of The Global Classroom, an International Symposium on Educational Tourism, University of Canterbury, Christchurch, New Zealand, 85-101.
- Richins, H. & Weiler, B. (1990). *The Growth And Distribution Of Educational Travel Programs In Australia And New Zealand*. in Brian O'Rourke (ed) Published proceedings of The Global Classroom, an International Symposium on Educational Tourism. University of Canterbury, Christchurch, New Zealand, 247-266.

Conferences, Workshops And Seminar Presentations: (some resulted in publications above.)

- Richins, H. (2011) *Taking Action on Pro-poor Tourism Through Regional, National and International Collaboration: An Evaluation of Cases in Southeast Asia*. Asia Pacific Tourism Research Conference, Seoul, Korea
- Ananayo, J. & Richins, H. (2010). *Village Culture and Community Based World Heritage Management: A Case Study of the Ifugao Rice Terraces of the Philippine Cordilleras*. Asia Pacific Tourism Research Conference publication, Macao, China

- Richins, H., Cusick, J. & Taum, R. The Summit for Sustainable Travel in the Hawaiian Islands, Imin Conference Center, Honolulu, Hawaii (April, 2009).
- Cusick, J., Richins, H. & Taum, R. Sustainable Travel Outcomes. Forum on Sustainable Tourism Pathways for Maui Nui, Maui Community College, Maui, Hawaii (April, 2009).
- Richins, H., Cusick, J. Workshop on Sustainable Tourism Projects, University of Hawaii, Manoa (April, 2009).
- Richins, H. Developing Community Engagement in Educational Practices. Invited seminar presentation to Sierra College, Rocklin, California. (September, 2008).
- Richins, H. & Scarinci, J. Commitment to Green Lodging Principles in Addressing Climate Change in Florida. Asia Pacific Tourism Association International Conference in Bangkok, Thailand. (July, 2008).
- Richins, H., & Riley, C., NSAA Wage and Compensation Workshop on Trend Analysis for Ski Resorts in North America. National Ski Areas Association, San Francisco, California. (May, 2008).
- Cusick, J., Richins, H, Cox, L., Liu, J., & Daniel, S. Developing Ecotourism Collaboration and Scholarship in Hawaii. Agricultural Geography, Recreation and Tourism, Energy and Economic. Assoc. of American Geographers (AAG) Conference, (April, 2008).
- Cusick, J., Richins, H, Cox, L., Liu, J., and Daniel, S. (2008). Poster Session Shidler Business School. Ecotourism Research Collaboration Between UHM Faculty and Hawaii Ecotourism Association Members (March, 2008).
- Richins, H. Special Interest Lodging Attributes. Invited seminar presentation to California State University - Chico. (January, 2008).
- Richins, H. Developing a Typology of Special Interest Tourism. Invited seminar presentation to California State University - Chico. (January, 2008).
- Richins, H. (2007). Ecotourism and its Development in Australia. Invited presentation to The Center for Asia-Pacific Exchange Summer Program to Korean University Students on Exchange. University of Hawaii. (February, 2007).
- Richins, H. (2007). Developing Concepts and Management Practices for Special Interest Tourism. Invited presentation to The Center for Asia-Pacific Exchange Summer Program to Korean University Students on Exchange. University of Hawaii. (January, 2007).
- Mayes, G. & Richins, H. Dolphin Watch Tourism: A Cross-Case Comparison of Two Differing Examples of Sustainable Practices and Pro-Environmental Outcomes. 5th International Coastal and Marine Tourism Congress: Balancing Marine Tourism, Development and Sustainability (September, 2007).
- Richins, H., & Riley, C., NSAA Wage and Compensation Workshop on Future Strategies for Resorts in North America. Held at National Ski Areas Association, Palm Springs, California. (May, 2007).
- Mayes, G. & Richins, H. The Growth and Development of Sustainable Dolphin and Whale Management Practices for Tour Boat Operators: a Case of Port Stephens, New South Wales, Australia. APTA/CHRIE Asia Pacific Tourism Conference held in Beijing (May, 2007).
- Richins, H., & Riley, C., Salary and Benefits of North American Ski Resorts, presented at National Ski Areas Association (May, 2006).

- Richins, H. Marketing and Product Development for Entrepreneurial Startups, Entrepreneurship Academy, Future Business Leaders of America State Conference, Reno, Nevada (March, 2006)
- Richins, H., and Riley, C., Compensation Strategies for North American Ski Resorts, presented at National Ski Areas Association Regional Conference, Squaw Valley, California (March, 2006).
- Richins, H., and Riley, C., Understanding Compensation Priorities for North American Ski Resorts, presented at National Ski Areas Association Regional Conference, Killington, Vermont (February, 2006).
- Van Hees, G. & Richins, H. Cultural Tourism and its Contribution to the Cultural Development of Tourism Attractions: A Case Study of Maroochy Shire, Queensland, Australia, Paper presented at: CAUTHE 2005 - Sharing Tourism Knowledge, Alice Springs, Australia (February, 2005)
- Spinks, W., Lawley, M. & Richins, H. Satisfaction Influences of Tourists Attending Tourist and Leisure Attractions in Queensland, Australia, Paper presented at CAUTHE 2005 - Sharing Tourism Knowledge, Alice Springs, Australia (February, 2005)
- Richins, H., Sustainable Tourism in Noosa, The Development of Successful Strategies, presented at Noosa Community Sector Boards integrated joint meeting, (August, 2004).
- Richins, H., Invited research seminar at Auckland University of Technology: Marketing Practices for Special Interest Tourism and Hospitality Operators, (July, 2004).
- Richins, H., Invited presentation on sustainable tourism: Developing sustainable tourism initiatives in a local community: The case study of Noosa, Queensland, presented at USC Faculty of Business strategic planning retreat (July, 2004)
- Mayes, G., and Richins, H. What Effect Does Swimming With Wild Dolphins Have Upon the Pro-Environmental Attitudes, Beliefs, Intended Behaviours and Intended Actions of Participants? Presented at the Australian National Tourism and Hospitality Research Conference: CAUTHE, (February, 2004).
- Thomas, M., and Richins, H., Describing and Enhancing the Image of Small Towns for Tourism: An Australian Study. Presented at the Australian National Tourism and Hospitality Research Conference: CAUTHE (February, 2004).
- Mayes, G., Dyer, P., Richins, H. Dolphin-human interaction: Changing pro-environmental attitudes, beliefs, behaviours and intended actions of participants through management and interpretation programs, Presented at Interpretation Australia Association National Conference (September, 2003).
- Richins, H., Richins, K., Rickard, G., and Johnson, D. Noosa Existing Tourism Product Strategy Workshop, Noosa Community Tourism Board (August, 2003).
- Scarinci, J., and Richins, H. Motivations for visiting Bed and Breakfast accommodation: Implications for niche marketing. Presented at the Asia Pacific Tourism Association Conference. Asia Pacific Tourism Association Eight Annual Conference, Sydney (July, 2003).
- Richins, H., Developed and chaired panel session on The Future of Tourism and Hospitality Education and Training as part of the Tourism Futures Conference, University of the Sunshine Coast, Queensland (July, 2003)

- Geno, B., Dunn, J., and Richins, H. *Greening Small and Medium Sized Tourism Enterprises in Queensland: Challenges for Managers*. Presented at the Asia Pacific Tourism Association Conference. Asia Pacific Tourism Association Eight Annual Conference, Sydney (July, 2003).
- Richins, H., *Sport, Health and Leisure Forum, Research Directions in Leisure and Tourism*, University of the Sunshine Coast, Sippy Downs, Queensland (July, 2003).
- Richins, H., *Strategic Directions in Regional Tourism Development*, Invited seminar at James Cook University, Townsville, Australia (June, 2003).
- Richins, H., Mathers, D., Gaber, C., Richins, K., Griffin, V. *Noosa Sustainable Tourism Strategic Workshop*, Noosa Community Tourism Board (June, 2003).
- Richins, H., *Special Interest Tourism Marketing Developments*, Invited seminar at James Cook University, Cairns, Australia (June, 2003).
- Norris, R., Vasiliauskas, E., Kennedy, A., Richins, H., and Bryan, A. *Choosing Noosa's Future: Involving the Community in Sustainable Development*. Presented at the New Regionalism Conference. Churchill, Australia (November, 2002).
- Richins, H. *The Development and Success of Ecotourism in the Australian State of Queensland*. Invited seminar at Oregon State University Faculty of Forestry (November, 2002).
- Mayes, G. & Richins, H. *Dolphin Days at Port Stephens. Influences of interpretation on participants of two divergent interpretation and interaction experiences aboard dolphin watch boats at Port Stephens, NSW*. Presented at the International Ecotourism Conference (October, 2002).
- Dunn, J., Richins, H. & Geno, B. *How Green is the Small Tourism Operator? A Case Study of Attitudes and Actions toward Environmental Regulation in Queensland*. Presented at the International Ecotourism Conference (October, 2002).
- Muir, J, Mayes, G. & Richins, H. *Dolphin Swim Programs: how research can assist in maximizing the impacts on the humans (and minimising the impacts on the dolphins)*. Presented at the Role of (Research and Enhancing) Interpretation and Guiding Section of International Ecotourism Conference (October, 2002).
- Richins, H. & Mathers, D. *A Strategic Approach for the Future of Sustainable Tourism Development for Noosa*. Invited presentation to Symposium on Tourism Strategy, Noosa Springs Golf Resort (August, 2002).
- Richins, H. & Mathers, D. *Sustainable Tourism Strategic Development for Noosa Shire Community*. Invited presentation to the Noosa Community Tourism Board (June, 2002).
- Thomas, M. & Richins, H. *Tourist's and Resident's Image of a Small Coastal Tourist Town: The Case Study of Cardwell, North Queensland*. Refereed Proceedings of 12th International Research Conference of CAUTHE - Tourism and Hospitality on the Edge, Fremantle, Australia (February, 2002).
- Richins, H. & Rickard, G. *Developing and Enhancing Sustainable Tourism Products for Noosa*. Invited presentation to the Noosa Community Tourism Board (May, 2002).
- Richins, H. *Understanding Issues and Concepts of Sustainable Tourism Development*. Presented at the Noosa Community Tourism Board (February, 2002).

- Norton, K. & Richins, H. Indigenous Images and Tourist Destinations: The Case of Maori Tourism. International Conference on Tourism in Developing Countries, Guilin, China (November, 2001).
- Mayes, G. & Richins, H. A Few Comments From Flipper and His Friends About Dolphin-Human Interactions, paper presented at the Wildlife Tourism: Endangered or Sustainable Growth - National Convention on Wildlife Tourism Conference, Hobart, Australia (October, 2001).
- Richins, H., Ecotourism: Some Principles for Development, Invited keynote speech at Queensland Conservation Council Annual Conference (May, 2001).
- Richins, H. Community Decision Making in Tourist Settings: A Study of Port Stephens and Whitsunday Local Government Areas. Peak Performance in Tourism and Hospitality Research CAUTHE 2000 Conference. Mt Buller (February, 2000).
- Richins, H. Local Government and Tourism Decision Making: Issues and Considerations. Asia Pacific Tourism Association Fifth Annual Conference, Hong Kong (August, 1999).
- Richins, H. Issues and Pressures in Managing Coastal Communities Regarding Tourism And Development. 1999 CAUTHE National Tourism Research Conference. Adelaide, South Australia, (February, 1999).
- Richins, H. Community Influencing Characteristics in Tourism Development. Fourth Conference of the Australian and New Zealand Association for Leisure, Hamilton, New Zealand, (January, 1999).
- Richins, H. Invited Seminar for Donga-A University International Graduate Tourism Program. "Challenges of Tourism in Island States of Oceania" Pusan, Korea (August, 1998).
- Richins, H. Influences On Tourism Development Decisions: Structural Factors Which Impact Decision Makers. Presented at the international Asia Pacific Tourism Association Research Conference: "The Role of Tourism: National and Regional Perspectives", Tanyang, Korea (August, 1998).
- Richins, H. Coastal Management and the Sustainability Of Tourism in Regional Communities, presented at the Australian Tourism and Hospitality Research Conference, Gold Coast, Australia (February, 1998).
- Richins, H. Complex Decision Making in Communities Affected by Tourism Development, Presented at the Trails, Tourism and Regional Development Conference, Center for Tourism, University of Otago, New Zealand (December, 1997).
- Richins, H. Community Tourism Scenarios for Evaluating Resort Communities, presented at the international Asia Pacific Tourism Association Research Conference, Taipei, Taiwan (August, 1997).
- Richins, H. Coastal Tourism Development, presented at the Tourism 2000 Research Conference, Rotorua, New Zealand (November, 1996).
- Richins, H. Influences on Decision Makers in Eastern Australian Local Government Areas Regarding Tourism Developments, presented at the international Asia Pacific Tourism Association Research Conference, Townsville, Queensland (September, 1996).
- Richins, H. Constraints to Tourism Decision Making in Local Governments, presented at the National Tourism and Hospitality Conference, Coffs Harbour, NSW (February, 1996).
- Richins, H. & Artist, S. Local Government Areas and Ecotourism Solutions: Working together in five 'green' local government areas of New South Wales, presented at the National Conference on Ecotourism: Taking the Next Steps in Best Practice, Alice Springs, Australia (November, 1995).

- Richins, H. Development of Tourism and Hospitality Programs in Australia and New Zealand: Implications for Waikato School of Management, Seminar presented at Waikato University (October, 1995).
- Richins, H., Community Development or Wildlife Conservation: Can these go Hand in hand?, presented at the 64th Congress: Australian and New Zealand Association for the Advancement of Science: ANZAAS '95, Newcastle, Australia (September, 1995).
- Richins, H., Decision Making and Community Commitment in a Coastal Tourism Region, presented at the National Tourism and Hospitality Research Conference, Victoria University, Melbourne (February, 1995).
- Richins, H., and O'Keefe-Richins, K., Utilising interpretation as a basis for implementing responsible tourism principles: The Case of Port Stephens, presented at the conference: Open to Interpretation: Embracing interpretation in the Year of Indigenous Peoples, Interpretation Australia Association, The Newcastle University (December, 1994).
- Richins, H., Building Community Commitment for a Region's Future: The Case of Port Stephens, NSW, Australia, presented at the Second Global Conference on Sustainable Tourism, International Institute for Peace Through Tourism, Montreal, Quebec (September, 1994).
- Richins, H., Setting an International Precedent: Ecotourism in Australia, presented at the Second Global Conference on Sustainable Tourism, International Institute for Peace Through Tourism, Montreal, Quebec (September, 1994).
- Richins, H., Potential for Tourism and Ecotourism for the Hunter Regional Botanical Gardens, Seminar presented at Community Workshop, Raymond Terrace (July, 1994).
- Richins, H., Building community commitment to responsible tourism: The case of Port Stephens, presented during Department of Leisure and Tourism Studies Seminar Series, The University of Newcastle, (August, 1994).
- Richins, H., Tait, R., and Hanlon, C., Merging needs in sport, recreation and tourism education: A pilot study in Victoria and New South Wales, Australia', presented at the National Tourism Research and Educators Conference, Griffith and Queensland Universities. Gold Coast, (February, 1994).
- Richins, H., and Weiler, B., Workshop On Evaluation Standards Of Ecotourist Operators conducted at the National Ecotourism Conference and Workshop, Cairns (November, 1993).
- Richins, H., Responsible Environmental and Cultural Tourism Directions for the Future of Port Stephens, Seminar presented at the Conservation and Environmental Lobby meeting, NSW (July, 1993).
- Richins, H., Ecotourism: Positive Directions For National Parks, Seminar presented at the National Parks Association workshop, NSW (June, 1993).
- Richins, H., Tait, R., and Hanlon, C., Merging Leisure Management Education within Universities, presented during Division of Leisure Studies Seminar Series, The University of Newcastle (May, 1993).
- Weiler, B., Richins, H., Research Needs of Academics and Other Researchers: Survey and Evaluation of Australian and New Zealand Tourism Researcher's Needs, workshop conducted during the National Conference on Tourism Research, Sydney, New South Wales, Australia (February, 1993).

- Young, G., Richins, H., and Rugimbana, R. *New Directions for Tourism Planning: Port Stephens Shire*, presented at the National Conference of Tourism Research, University of Sydney (February, 1993).
- Richins, H. *Alternative Directions for Tourism in Australia With Implications For The Indo-Pacific Region*, presented at the 100 Years Celebration Seminar, Bangkok, Thailand, (November, 1992).
- Richins, H., *Port Stephens at a Crossroads: New Directions in Balancing Tourism and the Environment*, Seminar presented at the Port Stephens Wildlife Summit (October, 1992).
- Richins, H. & Tait, R. *Training Needs for Tourism and Sport and Recreation Management*, presented at the World Leisure and Recreation Association Congress: *Leisure and Tourism: Social and Environmental Change*, Sydney, (January, 1992).
- Richins, H. & Richins, K. *Authenticity, an Endangered Experience*, presented at the Third Global Congress of Heritage Interpretation International: *Joining Hands for Quality Tourism*, University of Hawaii, Honolulu, (November, 1991).
- Richins, H. & Richins, K., *Work shop on Authenticity* conducted at The Third Global Congress of Heritage Interpretation International: *Joining Hands for Quality Tourism*, Hawai'i (November, 1991).
- Richins, H., Young, G. & Rugimbana, R. *Community Perceptions of Tourism Development in Port Stephens*, presented at the National Tourism Research Conference, Port Stephens, New South Wales, (September, 1991).
- McLoughlin, B., H. Richins and B. Weiler, *Tourism Research Directions as Priorities in Australia*, Workshop conducted during The National Tourism Research Conference, Port Stephens, New South Wales, Australia (September, 1991).
- Richins, H. *What is a Successful Tourism Graduate?*, presented at the Tourism Education: National Conference, Canberra (November, 1990).
- Richins, H. & Weiler, B. *The Growth and Distribution of Educational Travel Programs in Australia and New Zealand*, presented at The Global Classroom, an International Symposium on Educational Tourism, Christchurch, New Zealand (August, 1990).
- Weiler, B. & Richins, H. (1990). *Escort Or Expert? Entertainer Or Enabler? The Role Of The Resource Person On Educational Tours*. presented at The Global Classroom, an International Symposium on Educational Tourism, Christchurch, New Zealand (August, 1990).
- Richins, H. & Weiler, B., *The Scope and Distribution of Educational Travel Programs in Australia and Canada*, presented at the Fifth Biennial Canadian Studies Conference of the Association for Canadian Studies in Australian and New Zealand, Armidale, New South Wales, (July, 1990).

Additional Conferences, Seminars and Forum Responsibilities and Attendances:

The Summit for Sustainable Travel in the Hawaiian Islands. Held in April, 2009. University of Hawaii, Manoa.

Sustainable Travel and Tourism for the Island of Maui. To be held in April, 2009. Maui Community College.

Second International Tourism TEFI Summit -Teaching for the Future: Towards a Values-Based Framework for Tourism Curricula. School of Travel Industry Management, University of Hawai'i, Honolulu, Hawaii (April, 2008).

National Ski Areas Association Conference, Scottsdale, Arizona (May, 2005).

Special Interest Tourism Clusters Strategic Marketing Directions, Noosa, Queensland (February, 2004).

Sessional Chairperson during the 2004 CAUTHE National Tourism Research Conference. Brisbane, Queensland (February, 2004).

Developing Key Performance Indicators for a Research Institute, Bribie Island, Queensland (December, 2003).

Noosa the Brand Marketing Symposium: Step Out On Our Boardwalk, Noosa, Queensland (November, 2003).

Queensland Destination Management forum, Tourism Queensland, Coolum, Queensland (October, 2003).

Development of Aussie Outback Lodges for Tourism Accommodation, Twin Waters, Queensland (October, 2003).

Sunshine Coast Strategic Cooperative Marketing forum, Coolum, Queensland (October, 2003).

Special Interest Tourism Product Expo, Tewantin, Queensland (August, 2003).

Symposium Chairperson for Tourism Futures conference on the future of tourism and hospitality education and training in Australia (July, 2003).

Tourism Technology Futures workshop, Tourism Futures Conference, Twin Waters, Maroochydore, Queensland (July, 2003).

Innovation, Community, Education forum, Nambour, Queensland (November, 2002).

Branding Noosa - Community Involvement Forum on Noosa as a Tourism Destination, Noosa, Queensland (November, 2002).

Australian Tourism Exchange hosted convention, Brisbane, Australia (May, 2002).

Noosa 2015 - A Chosen Future forum, Noosa, Queensland (March, 2002).

Symposium and Workshop on Sustainable Tourism Research, Rotnest Island, Australia (February, 2002).

National UTAG Travel Conference, Coolum, Queensland, Australia (November, 2001).

Maroochy - A Sustainable Shire? Maroochy Plan 2000 - Environmental issues (September, 2001).

Sunshine Regional Coast Economic Forum, CEDA regional economic development conference, Sunshine Coast, Australia (April, 2001).

Sunshine Coast Regional Business Forum: The development of the Australian Zoo (March, 2001).

CSIRO Tourism Scientists Conference and Workshop, Manly, New South Wales Australia (December, 2000).

Development of Tourism Exchanges Queensland Government invited presentation, Brisbane, Queensland (November, 2000).

CEDA regional economic development conference, Harvey Bay, Australia (August, 2000).

Sessional Chairperson during the 1999 CAUTHE National Tourism Research Conference. Adelaide, South Australia (February, 1999).

Sessional Chairperson during the Asia Pacific Tourism Association Research Conference, Tanyang, Korea (August, 1998).

Sessional Chairperson during the Asia Pacific Tourism Association Research Conference, Taipei, Taiwan (August, 1997).

Sessional Chairperson during international Asia Pacific Tourism Association Research Conference, Townsville, Queensland (September, 1996).

Cultural Tourism Conference: promoting Sustainable Development for Preserving Human, Cultural, and Natural Resources in the Pacific Islands, Tokai University at Honolulu, Hawaii, Association for Communication of Transcultural Study, Japan (November, 1993).

Australian Tourism Industry Association Conference, Canberra, NSW (1992).

People's Forum on the Impact of Tourism: People's Plan for the 21st Century, Phuket, Thailand organised by Phuket Environmental Protection Group and the Ecumenical Coalition on Third World Tourism (November, 1992).

Sessional Chairperson during the Conference on Ecotourism, University of Queensland, Brisbane, Australia (September, 1991).

Venue, Publicity and Program Coordinator for the National Tourism Research Conference. Newcastle, New South Wales, Australia, (September, 1991).

Sessional Chairperson during the International Association of Hotel Management Schools on Culture in Tourism, Melbourne, Australia (October, 1990).

Bureau of Tourism Research Conference, Sydney, Australia (November, 1990).

New South Wales Tourism Conference, Terrigal, NSW (November, 1989).

Research Grant Awards, Funding And Applications In Which I Have Been Involved:

Barth, J., Godfrey, K., Richins, H., Hull, J., WaJoachim, H., Siller, H., Firschhut, B., EU Program for Cooperation in Higher Education, Training and Youth Transatlantic Exchange Partnerships between the European Union and Canada: Destination Management: A Transatlantic Programme \$350,000 over three years (submitted in 2011).

Richins, H. & Cusick, J. Manoa Fund Grant: Sustainability, Ecotourism and Poverty Reduction through Tourism: Collaboration between University of Hawai'i at Manoa and Stanford University Center for Ecotourism and Sustainable Development and the Woods Institute for the Environment. (Approved in April, 2008 - \$16,987).

Richins, H. Research Relations Grant: Challenges and developments in marketing special interest tourism activities utilizing Web-based resources. (Approved in March, 2008 - \$6,261).

Cusick, J., Richins, H. (University of Hawaii), Materman, L. (Stanford University). Collaboratively Research Project of the Trade-Offs Around Developing a More Environmentally and Culturally Sustainable and Profitable Tourism Operation for the 4000 Acre Kualoa Ranch, Hawaii (submitted in 2008 - \$30,000).

Cusick, J., Richins, H. (University of Hawaii), Materman, L. (Stanford University). Raising Awareness and Building Consensus for Tourism that Protects Maui's Natural Resources. Hawai'i Tourism Authority Natural Resources Program. (applied in 2007 - \$122,580).

Cusick, J., Richins, H. (University of Hawaii), Materman, L. (Stanford University). Additional funding supplement for Maui, Hawaii Grant: Raising Awareness and Building Consensus for Tourism that Protects Maui's Natural Resources. National Geographic Society. (applied in 2007 - \$20,000).

Cusick, J., Richins, H., Cox, L., Liu, J., Daniel, S. Ecotourism Research Collaboration between UHM Faculty and Hawai'i Ecotourism Association Members (seed grant). Center for International Business Education and Research (CIBER) Grant. (conducted in 2007 - \$8,000).

Development of sustainable tourism indicators for Noosa as a tourism destination, 2004: Grant funds allocated for project from Noosa Community Tourism Board (\$45,000).

Worked on joint submission of University of Sunshine Coast in 2004 for USC to become a joint partner of the Cooperative Research Center-Tropical Forest Futures (formerly CRC for Tropical Rainforest Ecology and Management). This involved research contributions in environmental science, sustainable tourism and other relevant areas within the University.

Developed doctoral scholarship sponsored by Noosa Community Tourism Board on Sustainable Tourism in Noosa as a Destination (\$15,000 per year for three years). This was strongly supported by Chief Executive and General Manager of NCTB.

Proposal on community needs grant on destination based sustainable tourism, 2004: Noosa Community Tourism Board (\$20,000).

Preliminary development funding, 2003: to provide sustainable tourism product strategic document for Noosa Regional Community (\$15,500).

Development funding, 2003: for providing sustainable tourism strategy, initiatives and actions for Noosa Shire Collaborative Tourism Board (\$14,000).

Principle Researcher on IRG Grant, 2003: University of the Sunshine Coast: Challenges and developments in marketing special interest tourism products utilising Web-based resources. (\$4,950).

Associate Investigator on IRG Grant, 2002: University of the Sunshine Coast: How Green is the Small Business Tourism Operator? A case study of actions and attitudes toward environmental regulation in Queensland. (\$4,600).

Proposal as principal grant development: Regional Solutions Program Grant, 2001: Sunshine Coast International Sports Training Academy (ISA). (\$240,000).

Collaborative Tourism Sunshine Coast Regional Online Tourism Program Grant, 2001: Department of Industry, Science and Resources: Sunshine Coast Tourism Online Project. (\$99,000).

The University of Newcastle, Travel Grant, 2000: to attend and present paper at the Council of Australian University Tourism and Hospitality Educators Conference, February, 200. (\$1700).

Principle Researcher: Research Management Committee Grant, the University of Newcastle, 1999: Developing special interest tourism products. (\$8,000).

The University of Newcastle, Travel Grant, 1999: to attend and present paper at the Asia Pacific Tourism Association Fifth Annual Conference, Hong Kong, SAR, People's Republic of China, August (\$1950).

Project Manager: Web-based Postgraduate Course Development Program grant, 1999: Central Coast Faculty, University of Newcastle education project grant (\$98,000).

The University of Waikato, Travel Grant, 1998: to attend and present paper at the Asia Pacific Tourism Association Research Conference, Tanyang, Korea, August, 1998. (\$2,100).

Proposal as Investigator with Professor Lex Oxley (Chief Investigator), Dr. Eric Deakins, Dr. Frank Scrimgeour, New Zealand Foundation for Research, Science and Technology (the main grant funding body in NZ), Modeling Sustainable Tourism, (submitted in 1997, supported strongly by the University), School of Management Studies, University of Waikato. (\$380,000).

The University of Waikato, Travel Grant, 1997: to attend and present paper at the Asia Pacific Tourism Association Research Conference, Taipei, Taiwan, August, 1997. (\$2,000).

The University of Newcastle, Travel Grant, 1996: to attend and present paper at the National Tourism and Hospitality Conference, Coffs Harbour, NSW. (\$1,000).

Proposal as Chief Investigator, The University of Newcastle, Research Management Committee Grant, 1995: Tourism Decision Making in Coastal Communities: A Study of Local Government Councillors in Eastern Australia. (\$16,000).

James Cook University, Small PhD Research grant, 1995: Tourism Decision Making in Coastal Communities. (\$500).

The University of Newcastle, Travel Grant, 1994: to attend and present two papers at the Second Global Conference: Building and Sustainable World Through Tourism Conference, Montreal, Canada. (\$2,400).

Applied for 1994 Forest Ecotourism Grant, Commonwealth Department of Tourism Joint project with Dr. Jean Olley and Jan Dunbar, for establishment of Tilligerry Habitat (\$15,000).

Principle Researcher: The University of Newcastle, Research Management Committee Grant, 1993: Joint Project with Betty Weiler on Motivation, Lifestyle, Travel Behaviour and Satisfaction: A Study of Special Interest Tour Participants. (\$6,000).

The University of Newcastle, Travel Grant, 1993: Tourism for the Environment World Conference: Venezuela. (\$2,268).

Principle Researcher: The University of Newcastle, Research Management Committee Grant, 1991-1992: Joint Project with Betty Weiler on Volunteer Science Vacations (Earthwatch Australia). (\$10,000).

Computer networking and database grant to set up information technology for a Research Center of Australian Institute for Tourism Management, Northern Rivers College 1990. (\$21,000).

Principle Researcher: UNE, Northern Rivers, Internal Research Grant, 1990: Educational Travel Programs in Australia and New Zealand. (\$1,200).

Community Service Experience:***Community and Local Industry Involvement:***

I have had extensive and continuing involvement with local industry and the community. I have worked extensively in a diversity of capacities within community organizations and associations. These experiences have including chairing and membership (including board membership) with numerous community groups related to services industry marketing and management, sustainable tourism and recreation product development, sustainable development, environmental protection and education.

National, Regional and Community Involvement:

Developed Memorandum of Cooperation between Bali Polytechnic (Politeknik Negeri Bali) (Bali, Indonesia), University of Guam (Guam, USA), and School of Travel Industry Management (TIM) at the University of Hawai'i - Mānoa (Hawai'i, USA) to conduct guest lectures; joint preparation and publication of academic papers; joint submission of research grants and proposals; extension of "Visiting Scholar" status to selected faculty members; and providing reasonable support for conference and symposia presentations.

Developed collaborative partnership and program development between University of Hawai'i (School of Travel Industry Management and UH Environmental Center), the East-West Center, and the Stanford University Center on Ecotourism and Sustainable Development (CESD).

Served on committee in development of Tourism Futures Initiative between School of Travel Industry Management and Center for Futures Studies at University of Hawaii.

In the process of developing Memorandum of Cooperation between University of the Sunshine Coast, Australia Tourism Program, University of Hawai'i (School of Travel Industry Management and UH Environmental Center), and the Stanford University Center on Ecotourism and Sustainable Development (CESD).

Chaired working group to develop sustainable product development and marketing strategies for major domestic and international tourism destination: Noosa, Queensland, Australia. This resulted in funding of \$105,000 for product development work, branding, consulting and media development.

Member of Noosa the Brand committee to develop innovative and destination based branding, accreditation and tourism enterprise best practice mechanisms. This resulted in a \$70,000 consultancy for an enterprise focusing on branding issues.

Chaired working group to develop sustainable strategies for major domestic and international tourism destination: Noosa, Queensland, Australia. This resulted in funding of close to \$50,000 for the development of strategic approaches to sustainable development in Noosa Shire.

Developed preliminary strategic planning approaches for Caloundra City tourism task force. Inputs into strategy formed major component of strategic tourism plan for Caloundra City.

Served on restructuring committee of Tourism Sunshine Coast to determine funding mechanisms and strategic marketing directions for future direction of the organization.

Served on foundation committee for the development of strategic plan and incorporation of the National body: Council of Australian University Tourism and Hospitality Educators.

Numerous meetings, exchanges of information and seminars including managers and executives of the Hunter, Central Coast, Sydney, Mid-North Coast and New South Wales regional tourism organizations including: Cessnock Tourism, Central Coast Tourism, Port Stephens Shire Tourism, Lake Macquarie Tourism, Caloundra City Council, Harvey Bay, Maroochy Shire Council, Noosa Shire Council, Clarence River Tourist Association, Newcastle Conventions and Visitor's Bureau, New South Wales Tourism Commission, Australian Tourism Industry Association, Tourism Queensland, Tourism Sunshine Coast and Sydney Conventions and Visitor's Bureau.

Participated in Work Group on Alternative Tourism strategies for Point Stephens Lighthouse, Australia.

Served on Australian and New Zealand's Leisure Education Heads of Department committee to set up mechanisms for sharing information and policy development.

Appointed and served as member of Thirty Year Regional Strategic Planning Committee, Port Stephens Local Government Council, Australia.

Served as adviser to committee to develop a marine code of conduct (especially related to protection of Dolphins) for boat charterers involved in Dolphin watch ecotourism activities in Port Stephens, Australia.

Served on committee for the development and strategy implementation for Eco-Network Port Stephens, Inc. (a consortium of 17 organizations in the Port Stephens Region) and served as Newsletter Editor, Eco-Watch, of Eco-Network Port Stephens Inc., NSW, Australia. Developed ecotourism strategies for Port Stephens as Chairperson of Eco-Network Port Stephens.

Participated in the Hunter Region Coast Care Forum, Newcastle, Australia.

Participated in work group for incorporating public lands into the Tomaree National Park, Australia.

Joint meeting with Minister for the Environment, Australia: William Faulkner on developments in environmental protection and tourism.

Served on workshop for nature based and ecotourism accreditation and strategies, which resulted in the NEAP scheme for accreditation, Ecotourism Association of Australia, Cairns, Queensland.

Served as Volunteer for Disabled Skiing (Disabled Winter Sports Australia), Disabled Sailing (Sailability), and Horse Riding (Riding for the Disabled) in Australia.

Joint meeting with Australian Minister for the Environment, Australia: Ross Kelly on biodiversity and conservation in Port Stephens.

Served as member of conference consultative committee and Day Chairperson for the National Conference of the Ecotourism Association of Australia: Ecotourism and Nature-Based Tourism - Taking the Next Steps, Alice Springs.

Served as principle member of Conference Organising Committee and Sessional Chairperson for the second annual national tourism research conference: National Conference on Tourism Research: "Building A Research Base in Tourism", University of Sydney,

Served as principle member of Conference Organising Committee and Sessional Chairperson for the inaugural National Tourism Research Conference: "The Benefits and Costs of Tourism", Port Stephens, New South Wales. Developed all promotional material and brochures for the National Tourism Research Conference. Developed criteria for future national conferences.

Membership Experiences Of Professional Associations And Boards:

Foundation President, Council of Australian University Tourism and Hospitality Educators (CAUTHE) which is the major academic research body in tourism and hospitality research in Australia (I also served as Treasurer). I was involved as a University Representative since its foundation.

Elected and served as New Zealand Country Representative for major Pacific Rim-international university academic research association: Asia Pacific Tourism Research Association which is based in Pusan, Korea and has representation from throughout Asia, Western America, Australia and New Zealand universities.

Elected and served on Ecotourism Association of Australia (Executive Committee). Appointed as Public Officer, Ecotourism Association of Australia.

Member of Board, Noosa Community Tourism Board

Member of Board, Caloundra City Interim Tourism Task Force

Member of Board, Tourism Sunshine Coast

Foundation President and Chairperson, Eco-Network Port Stephens Inc.

Foundation Newsletter Editor, Ecotourism Association of Australia for four years.

Editorial Board, Asia Pacific Journal of Tourism Research.

Editorial Board, Journal of Tourism Studies.

Editorial Board, The Services Industries Journal

Tourism and NSW Editor, Editorial Board, Leisure Options: Australian Journal of Leisure and Recreation.

Development Editor and Editorial Adviser for: New Traveller, Global Exchange Pty Ltd., Australia.

Member, National Ski Areas Association

Member, Innovation, Community and Education Group

Member, Ecotourism Association of Australia - Ecotourism Australia

Member, Australian Wildlife Tourism Action Group

Member of Sunshine Coast Tourism Cluster as part Sunshine Coast Economic Development Board

Member, Tilligerry Ecotourism Habitat Task Force

Member, Point Stephens Lighthouse Trust

Member, International Ecotourism Society

Member, Port Stephens Wildlife Coalition

Consultant and Director: Big Cat South Pacific

Additional involvements:

Reviewer/Referee, Journal of Business Ethics

Reviewer/Referee, Tourism Management

Reviewer/Referee, Leisure Options

Reviewer/Referee, Current Issues in Tourism

Reviewer/Referee, Journal of Sustainable Tourism

Reviewer/Referee, Asia Pacific Journal of Tourism Research

Reviewer/Referee, Journal of Tourism Studies

Reviewer/Referee, International Journal of Tourism Research

Reviewer/Referee, Annals of Tourism Research

Reviewer/Referee, Journal of Hospitality and Tourism Research

Reviewer/Referee, Journal of Services Management

Reviewer/Referee, The Services Industries Journal

Professional workshop organization:

Initiated workgroup to develop strategic proposal for summer executive development programs at Sierra Nevada College in strategic management, sustainable business practices, entrepreneurship and marketing.

Developed and conducted Entrepreneurship Academy for the Future Business Leaders of America State Conference.

Developed (with Hunter Valley Research Foundation) and assured implementation of professional development session on Tourism and Hospitality Marketing in the Hunter Region. Luncheon session was held at Newcastle City Hall and included the Mayor of Newcastle and other distinguished guests.

Developed with Department of Community programs, and assured implementation of professional development session on Conventions and Meetings Management in the Hunter Region (Session featured Professor James Abbey from University of Nevada, Las Vegas).

Visiting International Academics And Seminar Series:

Organised program for international level visiting professors and lecturers to contribute to student education, sharing of resources and research expertise and establish a high profile. Visiting scholars included Professors Jerome Vallen and James Abbey from University of Nevada, Las Vegas and Professor Charles Goeldner, University of Colorado, Boulder, Professor Peter Murphy, University of Victoria, Canada, Professor Michael Hall, Victoria University, New Zealand, Associate Professor Grahame Brown, Southern Cross University/University of South Australia, Professor Philip Pearce, James Cook University, Professor Chris Ryan, Northern Territory University. Assisted in organising program and meetings for Professors Bill McLoughlin, University of Idaho and Pat Long, University of Colorado, Boulder.

Responsible for the development of seminar series for the Center for Interdisciplinary Management Studies for the purpose of sharing research through presentations and collaborative sessions of visiting academics, post-graduate students and academics within various schools. The seminar series had one to two seminars per month and included international, national, academic and postgraduate student presentations.

Conducted presentation of the development of the University of Newcastle's Bachelor of Business degree to a visiting group of professors from various Thailand Universities.

Teaching and Course Development Experience:

Curriculum development, Tourism - Resort Management - Hospitality programs and related areas of business and marketing:

Developed and wrote curriculum for numerous marketing, business, management, tourism, recreation, sport, resort management, hospitality, resort and enterprise management courses at Northern Rivers College (now Southern Cross University), Hunter Institute of Higher Education - the University of Newcastle, University of Waikato, University of the Sunshine Coast and Sierra Nevada College.

Developed proposal for tourism marketing minor in the Bachelor of Business degree at University of Newcastle.

Assisted in the development of proposal for international business major at Sierra Nevada College.

Developed preliminary proposals for Bachelor of Sport, Health and Leisure Management at University of the Sunshine Coast.

Initiated joint-project proposal to develop summer executive education programs at Sierra Nevada College, Lake Tahoe in strategic management, sustainable business practices and entrepreneurship venture development

Developed proposal for sport and event marketing minor in the Bachelor of Business and Bachelor of Science (Sport Science) degrees at University of the Sunshine Coast.

Conducted research, presented findings and recommendations of a study of Bachelor of Business Degree programs with a tourism emphasis throughout Australia.

Curriculum development, Sustainable Tourism program:

Developed proposal and implemented major multi-disciplinary academic program: Bachelor of Sustainable Tourism Degree at University of the Sunshine Coast. We believe this to be one of the first integrated Sustainable Tourism degrees in the World. In addition, this was the first fully multi-disciplinary degree at University of the Sunshine Coast which involved all faculties (Faculty of Arts and Social Sciences - environmental planning, Faculty of Science - environmental science, Faculty of Business - sustainable tourism and ecotourism).

Developed curriculum program proposals, course outlines, determined readings and acquired resource material, taught, coordinated and moderated in courses related directly to environmental aspects of tourism. This included eco-friendly development and management approaches to resort management. Courses included: Ecotourism, A Sustainable Option?, Sustainable Tourism, Ecotourism and Sustainable Tourism Management, Special Interest Tourism Development: Heritage, Adventure, Culture and Ecotourism (Masters level course), Tourism and the Environment, Tourism Policy, Planning and Development (incorporating sustainable tourism), Special Interest Tourism, Specialised Sectors of the Tourism Industry, Tourism Management: Impacts, Behaviour and Decision Making (Masters level course incorporating sustainable tourism).

Curriculum development, Postgraduate and Graduate programs:

Conducted comprehensive overhaul of Master of Science in Resort and Destination Management degree at University of Hawaii, Manoa (rated one of the top programs in its discipline internationally).

Developed and assured approval of proposals for Professional Doctorate (Doctor of Management) degree. This involved the development of eight courses including a research dissertation. Courses included: The Future of Management and Organizations, History and Development of Management Thought, Decision Processes in Management, Management, Consultation and Social Responsiveness, Industry Seminar, DMngt Special Topics, Applied Industry Report, and the DMngt Applied Dissertation.

Coordinated postgraduate curriculum for Master of Management degree and Postgraduate Diploma in Hotel Management at University of Newcastle.

Developed preliminary proposals for expansion of major academic programs at University of Newcastle Central Coast Campus: Master of Sustainable Tourism Management, Master of Tourism and Hospitality Management, Graduate Certificates in: Hotel Management, Tourism Management, Sport Management, Club Management, and Tourism Association Management.

Developed and implemented proposals for major academic programs: Postgraduate Diploma in Tourism Management and Graduate Diploma in Tourism Management at Waikato University. Both of these Diplomas had a tourism management emphasis.

Developed and implemented proposals for major academic programs: Graduate Certificate and Graduate Diploma in Tourism Enterprise Management at University of the Sunshine Coast

Curriculum development, Entrepreneurship and Small Business program:

Organised, course coordinated, marketed and developed the North-Western United States' first Associate Degree program in Entrepreneurship and Small Business Management. This included the development and presentation of the program proposal for approval at Mt. Hood College as well as attendance at the State degree review panel.

Upon program approval, developed, wrote curriculum and numerous course outlines for the Associate Degree program at Mt. Hood Community College. This comprised of nineteen separate courses including areas of entrepreneurship, small business management, marketing and sales, developing a business enterprise, computer systems and applications, and financial management for small enterprises. Also developed numerous professional classes and seminars.

Within a number of specialist degrees, developed courses related to enterprise development, entrepreneurship and specialist niche product development.

Courses taught and developed 1987-2011:

MHC - Mount Hood Community College

SCU - Southern Cross/Northern Rivers College

UN - University of Newcastle

WU - Waikato University

USC - University of the Sunshine Coast

SNC - Sierra Nevada College

UH - University of Hawaii

UO - University of Oregon (previously)

MCI - Management Centre Innsbruck

Introductory tourism and hospitality courses

Tourism Management (developed, joint-taught)	USC	International Tourism (joint-taught)	UN
Tourism Destination Management in the Pacific Rim	WU	Introduction to the Tourism Industry	UN
Tourism Management: Impacts, Behaviour and Decision Making (Masters level course)	WU	Tourist Behaviour and Interactions	UN

Hospitality, resort management and related courses

Hotels and Resorts Development and Management (Masters level course, developed, joint-taught)	WU	Tourism Facilities Management (joint-taught - including hospitality management)	WU
Resort Management and Development	SNC	Tourism (and hospitality) Practicum (internship)	USC
Tourism and Hospitality Issues	UN	Public Relations - Tourism and Hospitality (joint taught)	USC
Practicum (internship) in Hotel Management	UN	Tourism, Technology (information) and Innovation	USC
Tourism Enterprise Management (including hospitality)	UN	Ski Business and Resort Management Internship	SNC
Tourism (and hospitality) Marketing Strategies	SCU	Special Interest Tourism (includes specialist lodging - boutique, backpackers, bed & breakfast, farm stays)	USC

Tourism, hospitality and leisure (recreation) management and marketing courses

Tourism Enterprise Management	UN	Management of Service Enterprises	UH
Leisure (recreation) Management Practice	WU	Tourism Facilities Management (joint-taught)	UN
Financing Leisure (recreation) Services	UN	Introduction to Tourism (and hospitality) Marketing	SCU
Tourism Marketing	UN	Tourism Consumer and Marketing Strategies	SCU
Principles of Travel Industry Marketing	UH	Public Relations - Tourism and Hospitality (joint taught)	USC
Resort Budgeting and Organization	SNC	Resort Mountain Operations	SNC

Specialist tourism courses

Tourism, Technology (information) and Innovation	USC	Ecotourism, A Sustainable Option? (developed, joint-taught)	USC
Tourism Destination Planning and Management	SNC	Tourism in Developing Countries	UN
Tourism Policy, Planning and Development	USC	Special Interest Tourism	USC
Tourism and Hospitality Issues	UN	Specialised Sectors of the Tourism Industry	UN
Tourist Behaviour and Special Interests	USC	Sustainable Tourism and Ecotourism Management (joint-taught)	USC
Tourism and the Environment (joint-taught)	WU	Special Interest Tourism Development: Heritage, Adventure, Culture and Ecotourism (Masters level)	WU

Additional training, facilitation, coaching, short-course and community education courses:

Employee Selection Techniques	UN	Hot-House Program in Small Business	MHC
Coach of two high school ski teams for three seasons	UO	Quality Circles	Other
Introduction to the Macintosh Computer	MHC	Three years head coach, University of Oregon Ski Team	UO
Travel Seminars and Sales Presentations	Other	Quality Policy and Procedures	Other
Small Business Counselling	MHC	Small Business Consulting Presentations	MHC
Handling the Difficult Customer	SCU	Focus Group Interviews	UO
Automated Budgeting System	Other	Quality Control Methods	Other

Additional courses taught

Directed Readings in Tourism and Leisure (recreation)	UN	Applied Research Project	UN
Honours in Tourism	USC	Directed Readings in Management	WU
Internship in Ski Business and Resort Management	SNC	Independent Study in Resort Organization Planning	SNC
Dissertation in Tourism Management	WU	Cooperative Education Internship	MHC
Report of an Investigation	WU	Ski Training and Conditioning	UO

Other courses developed or proposed

Practicum (internship) in Sport, Recreation and Tourism Management (new course developed)	UN	Customer Service Development in Tourism Management (new course proposed)	UN
Information Technology in Tourism Management (new course proposed)	UN	Applied Doctor of Management Directed Readings (new course developed)	UN
Hotel and Resort Management (new course developed)	UN	Applied Management Research Methods and Design (new course developed)	UN
Tourism and Hospitality Enterprise Development (new course developed)	USC	Applied Research Investigation (new course developed)	UN
Hospitality Operations Management (new course developed)	UN	Decision Processes in Management (new course developed)	UN
Event and Facilities Management (new course developed)	UN	DMngt Applied Research Dissertation (new course developed)	UN
Developing and Marketing the Tourism Product (new course proposed)	USC	Doctor of Management Special Topics (new course developed)	UN
Sustainable Tourism (new course developed)	USC	Field Research Project (new course developed)	UN
Hospitality, Tourism and Sports Marketing (new course developed)	UN	Honours Project (new course developed)	UN
Sport and Event Marketing (course redevelopment)	USC	Event and Festivals Management (new course developed)	UN

College/University

College/University

Innovation, entrepreneurship and small business management courses

Entrepreneurship	SNC	Marketing for Small Business Enterprises	MHC
Developing a Small Business Enterprise	MHC	Operating and Managing a Small Business	MHC
Management of Service Enterprises	UH	Tourism Enterprise and the Entrepreneur (joint-taught)	WU
Introduction to Entrepreneurship	MHC	Tourism, Technology (information) and Innovation	USC
Tourism Enterprise Management	UN	Special Interest Tourism	USC

Business and management courses

Management of Service Enterprises	UH	Tourism Enterprise Management	UN
Marketing Management	SNC	International Business	SNC
Operating and Managing a Small Business	MHC	Human Resources Management	SNC
Principles of Management	SNC	Hotels and Resorts Development and Management (Masters level course, developed, joint-taught)	WU
Leadership in Business	SNC	Tourism Management: Impacts, Behaviour and Decision Making (Masters level course)	WU

Marketing courses

Marketing Principles	SCU	Public Relations - Tourism and Hospitality (joint taught)	USC
Marketing Management	SNC	Marketing Theory and Practice (joint taught)	USC
Marketing Research	SNC	Introduction to Tourism and Hospitality Marketing	SCU
Marketing and Consumer Behaviour (tutor role)	UO	Tourism (and hospitality) Marketing Strategies	SCU
Marketing for Small Business Enterprises	MHC	Tourism Consumer and Marketing Strategies	SCU
Merchandising	SNC	Principles of Travel Industry Marketing	UH
Marketing Research	SCU	Tourism Marketing	UN

Masters level courses

Tourism Management: Impacts, Behaviour and Decision Making (Masters level course)	WU	Special Interest Tourism Development: Heritage, Adventure, Culture and Ecotourism (Masters level)	WU
Hotels and Resorts Development and Management (Masters level course, developed, joint-taught)	WU	Directed Reading and Research for Travel Industry Management Masters Program	UH
Masters Thesis for Tourism Management	USC	Practicum Internship and Project for Travel Industry Management Masters Program	UH
International Tourism Marketing and Research (Masters level course)	WU	Report of an Investigation (Masters level independent course)	WU
Information Technology and e-Commerce for the Travel Industry	UH		

Improvement in Teaching and Learning:**Improved student teaching and motivation level:**

Improved student teaching and motivation level of students through use of: multi-media approaches, use of applicable examples on video and internet, bringing in numerous guest lecturers/speakers, taped guest lectures for review by future students, organising numerous field trips and educational tours, student project work, student presentations, increased student involvement, use of PowerPoint displays, Web-based learning and information provision, development of books of relevant readings, development of study guides, using computers to enhance student learning, use of the Internet in teaching, use of debates, student led seminars, student team organised projects.

Attended seminars:

Improved teaching and learning methods by attending numerous seminars (at Northern Rivers College, the University of Newcastle, Waikato University, University of the Sunshine Coast and University of Hawaii) on teaching improvement through multi-media presentations, use of internet in teaching, group dynamics, problem based learning, workplace diversity and curriculum design methods.

Innovative field trip learning approach:

Developed an innovative approach to learning for university students. Developed effective method of combining student learning, applied study and student team involvement in the student's development and running of educational field trips for special interest tourism course. A structured approach was taken involving key players/operators in a region's special interest tourism industry. These potentially included nature and adventure tourism, cultural tourism, sport, health and events tourism, specialist lodging, leisure and learning tourism, specialist transportation and special needs tourism. This formed a background to the understanding and discussion of pertinent special interest tourism issues, and utilised and enhanced student's organizational, facilitation, networking and communications abilities as an integral part of the learning process within the tourism industry.

Applied student learning approach – Tourism Practicum:

Researched numerous approaches to internships, cooperative work experience, and applied projects in developing an effective and innovative tourism practicum for final year tourism students. This provided students with the opportunity to utilise a range of skills and knowledge acquired throughout their Bachelor of Business (Tourism) or Bachelor of Sustainable Tourism degrees. The practicum integrated the needs and interests of students, the college as well as provided for an effective tool for the tourism organization.

Innovative improvements in teaching:

Worked with project organiser of Fraser Island site (World's largest sand island, World Heritage listed and prime sustainable tourism site) for the development of applied student learning for tourism policy and planning and special interest tourism students. This involves the onsite use of the NEAP Ecotourism scheme accredited Kingfisher Bay Resort on Fraser Island.

Project coordinator for web-based postgraduate course development program, Central Coast Faculty, University of Newcastle. The education project grant of \$98,000 was awarded in order to develop alternative learning methods utilising Web design and external studies approaches for the development of postgraduate programs, specifically the Certificate in Hotel Management followed by the Master of Management Enterprise.

Developed external studies marketing course and manuals within the Tourism and Hospitality Bachelors degree at Southern Cross University: *Introduction to Tourism Marketing. Published introductory manual, external notes and study book (284 pages).*

Supervision Of Students:

Student run industry forums:

Coordinated the planning and development of yearly student run tourism industry forums at both Central Coast Campus and Newcastle Campus of the University of Newcastle. Similar forums have also run at University of the Sunshine Coast. This involved forums of four to five leaders in the tourism and hospitality industry to discuss contemporary issues. Examples include:

"Developing the Specialty Tourism Product."

"Environmental impacts of tourism development."

"Labour Issues in the Tourism and Hospitality Industry."

"Developing a Successful Hotel-Resort Complex: Let's Here From the Experts."

"Running a Tour...How Hard Can it Be? The Successes and Challenges of Tour Management."

"Wake Up and Smell the Coffee: An Essential Forum for Those Wanting to Become Involved in a Small Tourism Oriented Enterprise."

"Technology and Hospitality: Its future implications."

"Customer Service in Central Coast Tourism and Hospitality."

"Key Sustainability Issues in the Development of Club-Med resort at Byron Bay, New South Wales."

International student project supervision:

International university exchange student projects conducted as part of a University of Newcastle research grant on volunteer science and ecotourism. The results were presented to the company Earthwatch Australia:

Elke Kress exchange student from University in Germany worked with Dr. Betty Weiler and myself on a major project: Volunteer Science Vacations: The Barriers to Travel Study of The Subscribers to Earthwatch Australia.

Rob Grifone, exchange student from University of Alberta worked with Dr. Betty Weiler and myself on a major project: Volunteer Science Vacations: A Motivational Study of The Members and Participants of Earthwatch Australia.

Cooperative educational internship - professional development:

Work Experience Internship and Cooperative Education-Professional Development coordination and experience at Mt. Hood Community College and the University of Newcastle.

Developed and coordinated final year courses for Tourism degrees (including Bachelor of Sustainable Tourism): Practicum in Tourism. Developed and coordinated final year courses for Hotel Management Major: Practicum in Hotel Management

Assisted in the development of half-year tourism internship at Northern Rivers College.

Coordinated cooperative educational internship at Mt Hood Community College.

Developed promotional material and brochures for Cooperative Professional Development at the University of Newcastle, Australia.

Supervised final major projects for Cooperative Professional Development and supervised Internships at University of Hawaii, Sierra Nevada College, University of Newcastle and Mt. Hood Community College.

Supervisor of Masters and Honours degree (one-year research degree) students, University of Waikato, University of Hawaii and University of the Sunshine Coast:

Melanie K Saucier (USA, Masters in Natural Resources and Environmental Management): Sustainable Accommodation Models: An Evaluation of Certification Criteria

Bao Quan Li (People's Republic of China, Master of Philosophy): The Effects of Price on Marketing Tourism in Provincial China.

Azul Rachman, (New Zealand, Master of Management Studies Thesis): The Effective Use of New Zealand Tourism Web Sites for Marketing.

Nicole Byrne (Australia, Honours in Business - Tourism): Effectiveness of Environmental Interpretation Methods at Australian Zoo (Crocodile Hunter's Zoo).

Ishiguro Kunkazu (Japan, Master of Management Studies Thesis): Organizational Perceptions of the Development and Impacts of the Hamilton Casino.

Karl Norton (New Zealand Maori, Master of Management Studies Thesis): The Use of Maori Images in Promoting Maori Enterprises.

Gay Van Hees (Australia, Honours in Business - Tourism): Sustainable Cultural Tourism Practices in Tourist Attractions.

Hsueh-Li Kao (Taiwan, Master of Management Studies Thesis): Comparison of Inbound Tourism to Taiwan and New Zealand.

Wendy Spinks (Australia, Master of Business - Tourism and Marketing): Visitor Satisfaction with Tourist Attractions.

Philip Keeley (New Zealand, Master of Management Studies Thesis): Demand Management in Tourism: The Kiwi Experience Backpacker Transport Network.

Karolina Varga (Australia, Honours in Business - Tourism): Experiential Tourism: An Exploration into the New Phenomenon. Establishing a Conceptual Framework for Application to the Empirical World.

Renee Paul (New Zealand Maori, Master of Management Studies Thesis): Community Participation in the Management of a Tourist Attraction: A Case Study of Rotorua Museum of Art and History.

Supervisor of Doctor of Philosophy Students, University of Waikato, University of Newcastle and University of the Sunshine Coast:

Chief or second supervisor to the following Doctor of Philosophy Students:

Yeliena Hewison (Ukraine): Marketing Planning Process In Travel Agencies.

Gayle Mayes (Australia) Impacts and Management Structures in Dolphin Wildlife Tourist Experiences.

Charlie Panekera: (Solomon Islands and New Zealand): Use Of Formal And Informal Information For Management Decision Making In Hotel Enterprises: A Comparison Of Soloman Islands And New Zealand Hotels.

Christine Lee (Thailand): The Management Of Health And Safety In Tourism.

Neily Sunkar (Indonesia): Tourism Enterprises And The Management Of Environmental Sustainability.

Tim Lockyer (New Zealand): The Development Of A Decision Model For New Zealand Hotel/Motel Industry.

Elizabeth Cutler (Ireland): The Influence Of Cross Cultural Understanding On The Perceived Quality Of The Tourism Experience In The Korean Market.

Gai van Hees (Australia): Cultural Tourism Destination Factors

Additional research supervised and examined:

External examiner for numerous Masters and PhD Theses. Examples include: Small Business Tourism in Victoria, Victoria University of Technology; Resident Perception of Special Event Impacts and Event Tourism in Wellington City, University of Otago; Backpack Travellers Using Commercial Backpacker Accommodation in Queensland, Victoria University of Technology; Rural Tourism in Victoria, La Trobe University.

Other Relevant Student Learning Activities:**Field Trip Coordinator/Facilitator:**

Field Trip Coordinator/Facilitator including tourism industry speakers: in numerous field trips. Developed, coordinated, set up industry speakers (normally an average of 10-15 tourism and hospitality industry speakers), set up program and facilitated organization of numerous Australian and American field trips and an educational field trip to the South Pacific.

- The Gold Coast, Brisbane and the Sunshine Coast, Queensland, Australia, (1989, 81 students)
- Coffs Harbour, New South Wales, Australia, (1990, 89 students)
- Sydney, Gosford/Central Coast and Hunter Region, Australia (1991, 42 students)
- Canberra and the Snowy Mountains, Australia, (1991, 27 students)
- Sydney, Central Coast and the Blue Mountains, Australia, (1992, 86 students)
- Port Macquarie, Coffs Harbour, Byron Bay and the Gold Coast, Australia (1992, 38 students)
- Sydney and Central Coast of NSW, Australia (1993, 43 students)
- Port Macquarie, Coffs Harbour, Byron Bay and the Gold Coast, Australia (1993, 37 students)
- Set up Professional Development student final year project to organize educational field trips (ongoing 1993-1996 with field trips to Southern Highlands, Snowy Mountains, Sydney region and North Coast New South Wales).
- Solomon Islands and Fiji educational ecotourism field trip, (1998, 15 students)
- North Stradbroke Island special interest educational field trip (2002, 20 students)
- Sunshine Coast Hinterland special interest field trip (2002, 18 students)
- Gold Coast and Hinterland special interest field trip (2002, 20 students)
- Noosa and Cooloola National Park special interest field trip (2002, 17 students)
- Tourism Policy, Planning and Development Fraser Island and Rainbow Beach field trip (2002, 30 students)
- Stradbroke Island special interest tourism field trip (2003, 20 students)
- Fraser Island student field trip (2003, 25 students)
- Noosa and North Shore student field trip (2004, 18 students)
- Fraser Island World Heritage field trip (2004, 20 students)
- Las Vegas tourism and hospitality planning and management field trip (2005, 10 students)
- Napa - Sonoma student field trip (2005, 11 students)
- Organized and conducted one-day educational field trips as part of Ski Business and Resort Management Program at Sierra Nevada College. This included trips to 11 resorts (2005 & 2006, about 20 students each event).
- Hawaii - Polynesian Cultural Center and Hilton Hawaiian Village field trips (2008, 9 students).

Additional Relevant Professional Experience And Background:

Practical Knowledge Of Marketing, Financial, Computing And Management Techniques, Through Consultancies, Management, And Related Experience In Various Enterprises:

The following is a summary of key responsibilities with Nike, Inc., Tektronix, Inc., Island Adventures Holidays, Big Cat-South Pacific, Sierra Research Associates, academic institutions and earlier retail and consulting positions:

Small business: Worked in various positions in retail and tourism organizations including developing and owning small business for five years, and consulting for resort management and tourism start-up enterprises.

Large business: Worked in various professional and management positions for seven years at Nike, Inc. and Tektronix, Inc.

Marketing: Worked in various responsibilities and on numerous projects in small and large organizations, including: advertising, promotions, public relations, marketing research, retailing, marketing audit, merchandising, consulting, sales and sales presentations, product marketing and marketing planning. Example included the development and marketing planning for a new tourism entrepreneurial start-up: Big Cat South Pacific, LTD, Port Stephens, NSW.

Financial roles: Financial analysis and management role and coordinated budgeting development system for two years for \$20,000,000 department at Tektronix, Inc. Set up accounting and financial analysis system for small business. Set up and was responsible for the management of academic departmental budgets. Also within academia, role as Joint-Chairperson, Head of Department, Acting Head of Department, and Program Director responsible for financial decisions.

Computer roles: Developed complete computerised operations, including Internet web site, data base, desk-top publishing, promotional material, newsletters, communications system, advertising, invoicing, international client base, client contact, accounting system and budgeting.

Management: Middle level management and project management positions at Nike, Inc. for three years. Professional management and planning position for four years at Tektronix, Inc., Directorship and management role at Island Adventures Holidays, Oregon, for five years and management consultancy role with Big Cat, South Pacific, Port Stephens, NSW, Aussie Outback Lodges, Maroochy, Queensland and Sierra Research Associates, Truckee, Nevada.

Owner, Founder and Marketing Manager of Tourism and Recreation Company: Island Adventures:

Developed national and international direct marketing and sales program, and set up marketing and promotional program.

Developed complete computerised operations, including desk-top publishing, promotional material, newsletters, telex, advertising, invoicing, world wide client base, client contact, accounting system, budgeting, phone system.

Designed advertising, brochures and promotional materials and scheduled advertising for specialist yachting holiday company.

Set up destination resort and hotel accommodations, organised tours and recreational activities to various resort destinations, conducted travel seminars and sales presentations.

Determined major business goals, developed computer systems to increase customer service, developed financial and operational network.

Established good client relations and service. Utilised effective communications.

Broker sales relationships were set up with over 20 of the world's major yachting organizations and established effective airline agency relationships.

Extensive Domestic and International Travel Experience:

Academic travel experiences:

For Masters degree program, travelled to and conducted in-depth interviews of numerous ski and summer recreational resort Marketing Managers and General Managers in Colorado, Utah, Idaho, Wyoming, New Mexico, Oregon, California and other states in the western United States.

For PhD, travelled to and conducted in-depth interviews and additional case study research in various local government areas of Eastern Australia with a concentration on Whitsundays, Queensland and Port Stephens, New South Wales.

Organised and conducted numerous educational tours to USA and Australia including Alpine and Coastal resort areas.

Spent year in Holland with University of Oregon exchange program.

Participated in numerous academic trips to businesses, universities and economic organizations and presented papers at conferences throughout United States including Hawaii, Australia, New Zealand, Canada, Thailand, Indonesia, China, Singapore, Hong Kong, Macao, Taiwan, Korea, Western and Eastern Europe.

Business travel experiences:

Travelled to and set up effective business and promotional relationships with major yacht chartering companies in Hawaii, Sweden, England, Yugoslavia [former], Italy, France, Greece, Turkey, the mainland U.S., the South Pacific and the Caribbean. Reviewed hotel, resort, tourist and recreational facilities for prospective clients.

Conducted various consultancies and projects for Australian tourism organizations.

Travelled extensively in southern United States as Quality Assurance Manager for Nike, Inc.

Personal travel experiences:

Participated in extensive travel and numerous tours to major resort destinations throughout the United States including Hawaii, Canada, Mexico, the Caribbean, Asia, the Pacific, Eastern and Western Europe (Switzerland, Germany, East Germany [former], Holland, Italy, England, Greece, Luxembourg, Belgium, Poland, Russia, France, Turkey, Yugoslavia [former]).

Participated in numerous trips to ski resorts in eastern and western United States, western Canada, New Zealand, Australia, Switzerland, France and Italy.

Interests In Sports, Hobbies And Recreational Activities:

Sports and recreational interests:

Sailing, mountain biking, swimming, hiking, alpine and nordic skiing, running, canoeing, scuba and skin diving, volunteering for disabled sports.

Hobby interests:

Photography, pottery, music, guitar, piano, computers, geology, reading and history.

Additional interests:

Community development and local government, small business, marketing, special interest and adventure travel, entrepreneurship, family, conservation and environmental issues related to tourism, recreation and development.

