



**Dr. Hakam Salem Shatnawi**  
Head of Hotel Management Department  
Yarmouk University



## PERSONAL INFORMATION

**Nationality:** Jordanian

**Born:** May 2, 1980

**Marital Status:** Married with 3 children.

**Web:** <http://faculty.yu.edu.jo/hakamss/SitePages/Home.aspx>

**Address:** AL-Huson, Irbid, Jordan

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## RESEARCH INTERESTS

Restaurants Management, Tipping, Food Safety, Hotels Employees' Behaviors.

## EDUCATION & QUALIFICATIONS

(2010-2013).

**Ph.D. Hotel Studies.**

Suez Canal University – Faculty of Tourism and Hotels - **Egypt.**

Dissertation: “*Work Environment in Relation to Job Satisfaction (A case study on Jordanian Hotels)*”.

(2001-2003).

**M.A. Tourism Management.**

Yarmouk University –Faculty of Archaeology and Anthropology- **Jordan.**

(1997-2001)

**B.A. Hotel and Tourism Management.**

Al-Mustansiriyah University- Faculty of Management and Economics – **Iraq.**

## TEACHING EXPERIENCE

**Sep 2014 - Still:**

Assistant Professor, Department of Hotel Management, **Yarmouk University**, Jordan.

**Sep 2013 – Sep 2014:**

Assistant Professor, Department of Archaeology and Tourism, **Mutah University**, Jordan.

**Feb 2013 - Sep 2013:**

Assistant Professor, Department of Tourism Management, **Al-Zaytoonah University**, Jordan.

**Feb 2005 – Sep 2009:**

Lecturer, **Tourism Institute**, Riyadh - Saudi Arabia.

## SUPERVISORY EXPERIENCES

### **Sep 2019- Still:**

Head of the Hotel Management Department, Yarmouk University - Jordan.

### **Sep 2014- Sep 2015:**

Head of the Hotel Management Department, Yarmouk University - Jordan.

### **2005 – 2009:**

Technical Manager, Tourism Institute, Saudi Arabia.

### **2004-2005:**

Restaurant Manager – Al-Jazeera Restaurant (\*\*\*\*), Penang - Malaysia.

### **2003-2004:**

Restaurant Manager – Al-Mangal Restaurant (\*\*\*\*\*), Amman - Jordan.

## PUBLICATIONS

**1) Shatnawi, H., AL-Najdawi, B., Kanaan, K., Khaleefah, Q., & Khasawneh, M. (2019) Factors Affecting Customers' Behavior Towards Tipping Intentions in Jordanian Restaurants, *GeoJournal of Tourism and Geosites*, vol. 26, no. 3, 2019, p.761-768. Scopus**

**2) Shatnawi, H. S., (2019) Effect of a waitresses's head scarf (Hijab) on tipping behavior in restaurants, *African Journal of Hospitality, Tourism and Leisure*, 8 (4). Scopus**

**3) Kanaan, K.N., Al Najdawi, B.M., Shatnawi, H.S., Khaleefah, Q.Q. (2019) Positioning film tourism at the top of mental awareness: Some explanatory insights from the Jordanian case, *African Journal of Hospitality, Tourism and Leisure*, 8 (1), art. No. a16. Scopus**

**4) Mohammad B. Al-Badarneha, Hakam S. Shatnawi, Omar Abedalla Alananzeh, Ahmad A. Al-Mkhadmeh. (2019) Job Performance Management: The Burnout Inventory Model and Intention to Quit their Job among Hospitality Employees. *International Journal of Innovation, Creativity and Change*, Volume 5, Issue 2, Special Edition. Scopus**

**5) Al Najdawi, B.M., Khaleefah, Q.Q., Shatnawi, H.S., Al Momani, E.M. (2017) Measuring local tourists' perceptions in Petra city as one of seven wonders of World, *Journal of Environmental Management and Tourism*, 8 (2), pp. 427-435. Scopus**

**6) Shatnawi, H. S., (2016) Service Quality at five-star hotels in Aqaba City from Foreign tourists' perception, *Journal of association of Arab Universities for Tourism and Hospitality*, Vol 13, No 1, 2016(Part 2).**

**7) Shatnawi, H. S., (2015) Work stress among staff in Jordanian hotels, A field study of three-star hotels in Amman., *Egyptian Journal of Tourism and Hospitality*., No.22-2 (10) 48-65.**



## CONFERENCE PRESENTATIONS

**(2019)** Restaurants Selection Criteria, The Euro-Arab Organization for Environment, Water and Desert Researches, **Antalya, Turkey.**

**(2018)** Hotel Job burnout, ICBTS Conference, **London, UK.**

**(2015)** Managing Tourism Effects for Attitudes of Jordanians towards Tourism, International Academic Research Conference in Europe and America, **Paris, France.**

**(2015)** Work stress in the Hotel Industry, Jordan Second International Tourism and Hospitality Conference, Yarmouk & Auburn University-USA, **Dead Sea.**

**(2014)** Tourism in Ajloun Governorate, Ajloun Conference (Tourism and Development), **Ajloun-Jordan.**

## THESIS EXAMINING COMMITTEES

Dissertation Title:	Student Name:	Degree	Year	University
1-Tourism Development in Karak Governorate	Mustafa Jafari	Master	2014	Mutah University
2- Nature reserves in Jordan	Hamza Jarajra	Master	2015	Mutah University

## COURSES TAUGHT

Yarmouk University	Al-Zaytoonah University	Mut'ah University
<ul style="list-style-type: none"> <li>• Restaurant Management.</li> <li>• Food Production II.</li> <li>• Tourism and hotel correspondence.</li> <li>• Principle of Management in Hospitality Industry.</li> <li>• Menu Planning.</li> <li>• Food and Beverage Services.</li> <li>• Etiquette and Protocol in hospitality industry.</li> </ul>	<ul style="list-style-type: none"> <li>• Principles of Hotel Management.</li> <li>• Tourism and Hotel Marketing.</li> <li>• Tourism Planning.</li> <li>• Travel &amp; Tourism Office Administration.</li> <li>• Etiquette and Protocol.</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resources Management.</li> <li>• Tourism Marketing.</li> <li>• Tourism Guidance in English.</li> <li>• Principle of Tourism Management.</li> <li>• Civic Education</li> </ul>



## REVIEWER

- E-Review of Tourism Research Journal, ISSN: 1941-5842.
- International Journal of Contemporary Hospitality Management, ISSN: 0959-6119.

## TRAINING COURSES

	Course/ Workshop /	Date	Place/ Organizer
1	Arabi Galileo Reservation	17-21/9/2005	Saudi Arabian Airlines
2	Opera System	14-18/10/2014	Jordan Data Systems
3	ICDL	2/2/2014	UNESCO
4	How to get published	28/2/2016	Taylor & Francis Group
5	Pattern Modeling Using Amos	5/12/2018	Yarmouk University
6	SPSS	3/11/2018	Yarmouk University
7	Educators Back to Industry Program	Six Month / 2018	USAID & Crowne Plaza Hotel

## CORE SKILLS

- |                        |                        |                        |
|------------------------|------------------------|------------------------|
| *Operations Management | * Decision-Making      | * Teamwork             |
| * Flexibility          | * Communication Skills | * Computer-savvy       |
| *Conflict Management   | * Staff Development    | * Statistical Analysis |

## LANGUAGES

- **Arabic** - Mother Language.
- **English** - Good: Able to Speak, Read and Write.

## REFERENCES

### **Prof. Dr/ Mohamed Sid-Ahmed Al Zoghbi**

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Faculty of Tourism and Hotel, Suez Canal University  
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Mzoghbi@scuegypt.edu.eg  
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### **Prof. Dr/ Hamid Abdul Nabi Al-Tai**

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