

CURRICULUM VITAE
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CAREER HIGHLIGHTS:

- ❑ **Director, Patient Experience Academy:** In this role I have developed and conducted over 200 workshops and training programs in the healthcare industry, including ChristianaCare Health System (CCHS), the largest healthcare organization in the state of Delaware. I have also directed the *Veterans Patient Experience Academy* at the VA Wilmington Medical Center and their five clinics. Participants included Physicians, Behavioral Health Specialists, RNs, LPNs, Social Workers and frontline staff with significant results as measured by patient satisfaction scores. The results have been published in both scholarly and professional outlets.
- ❑ **Director, Hospitality Associates for Research & Training (HART):** Have provided training and workshops to major industries, including HR Competencies for Restaurant Managers funded by CARES ACT, BYL Companies; ARAMARK Leadership Development Program (LDP for Executives); Leadership and Change programs in Canada, Australia, and Thailand. Also, taught PX and Engagement in the Lerner Pocket MBA for ChristianaCare residents.
- ❑ **Director, Swiss School of Tourism and Hospitality (SSTH) Exchange Program:** Managed faculty and student exchanges, developed and taught in **Executive MBA** in Leadership and Ethics – Switzerland and **Executive MBA** in Tourism Management – Europe
- ❑ Beyond the selected grants (\$1M+), books (2), and refereed publications listed in the CV (28); I have supervised and chaired 8 theses and dissertations, have served on 14 editorial and review boards; published 5 abstracts and conference proceedings; 10 articles; over 50 conference presentations; and over 100 invited presentations, keynote speaking, and media appearances.

AWARDS AND RECOGNITIONS:

- [2025 MVP \(Most Valuable Professor\)](#), Lerner College of Business & Economics
- 2020 Recipient of CMAA **Lifetime Achievement Award**, at the 98th Annual World Conference of Club Managers Association of America (CMAA) in Dallas, Texas, Feb 2020.
- 2015 Nominee for Excellence in Teaching: Study Abroad Teaching.
- 2014 **Best Paper Award**, Poster Category, IHITA Conference.
- 2014 **Leon and Margaret Slocomb Professional Excellence Award**. The award description reads, "The recipient should exhibit a caring attitude for the interest of students and clients."

The person should also demonstrate an exemplary commitment to public service, community involvement, and innovative activity.

- Nominee for 2014 Teaching Excellence Award.
- Nominee for 2014 UD RSO Leadership Award.
- Club of the Future Award, CMAA World Conference, Feb 2013, San Diego, CA.
- 2013 YoUDEe Leadership Award: Winner: Overall Achievement Award, May 2013, among over 300 registered student organizations at the UD.
- 2013 YoUDEe Leadership Award Reception: Faculty Advisor of the Year, Nominee.
- 2013 Faculty Senate Excellent in Teaching Award- Nominee.
- Recipient 2012 **UD Excellence in Advising and Mentoring Award.**
- YoUDEe Leadership Award- Overall Chapter Achievement-Finalist, May 9, 2012.
- 2011 UD Online Fellow.
- 2009 **Best Paper Award**, Beldona, S., Poorani, A., & Cobanoglu, C. (2009). "*Customer relationship management in the US lodging industry: Perceptual differences among organizational types and roles/designations.*" Hospitality Information Technology Association Conference, Anaheim, CA.
- Recipient 2009 **Alfred Lerner College of Business & Economics Outstanding Service/Outreach Award.**
- 2009 Best Education Idea Fair Award, "*7 Ways to go Green,*" CMAA World Conference, New Orleans.
- Advising Award: Nominated to YoUDEe Leadership Award (2008)
- **Champion of Club Education Award**, Wilmington Country Club, Wilmington, DE. This award is presented to those individuals who have made long term, significant contributions to advancement of club industry education (2005).
- Teaching Award: Nominee (1996 & 2004) Excellence for Teaching Award, University of Delaware.
- Annual YoUDEe Award: University of Delaware's RSO Advisor, 2nd Runner Up (2004).
- Annual YoUDEe Award: University of Delaware's RSO Advisor, finalist (2005).
- **University of Delaware Alumni Enrichment Award:** Office of University Relations (2004, 2005).
- 2005 Chapter of the Year Award: Club Managers Association of America, Honolulu, Hawaii.
- Leadership Award: In light of my long-time services to New Jersey Club Foundation, \$1,000 scholarship to HRIM students, 2003.
- 2003 Chapter of the Year Award: Club Managers Association of America, San Diego, California.
- 2002 Chapter of the Year Award: Club Managers Association of America, San Antonio, Texas.
- National Treasurer (three-times nominee, 2001, 2004, 2011), the International Council on Hotel, Restaurant and Institutional Education (ICHRIE).
- 1998 University of Delaware ITEU Fellow.
- **Award for Efforts to Advance Professionalism in the Hospitality and Tourism Industry:** Presented at the 1996 Annual I-CHRIE Conference, Washington, D.C., August 7-10, 1996.

- Best Conference Paper: The Coleman Foundation Award. Honorable Mention, Third Place, Society of Franchising, Puerto Rico, 1995.
- Best Education Idea Fair Award: The Beauty and Beast of Service and Etiquette Training Program, Club Managers Association of America, 1995.
- Outstanding Teacher Award: Nominee, College of Human Resources, spring 1996.

EDUCATION:

- ❑ **Ph.D., Leadership and Human Behavior**, United States International University, San Diego, California (1989).
- ❑ **MBA**, University of Central Oklahoma, Edmond, Oklahoma (1977).
- ❑ **BA, Economics**, College of Economics, Babolsar, Iran (1975).

INDUSTRY EXPERIENCE:

- ❑ **Trust House Forte International, Inc., Viscount Hotel (currently Hilton Hotel) San Diego, California (1978-1986).**

Management Experience: Operations, Food & Beverage, and Catering Department for a 308-room hotel, with approximate annual revenues of \$8 million at the time. Developed property strategic plans; prepared property and departmental budgets and forecasts; organized purchasing, F&B, human resources, and public relations efforts with the management team (1980-1986).

- ❑ **The United Nation's Food and Agricultural Organization (FAO), Ministry of Agriculture, Department of Economics, Tehran, Iran (1975-77).**

International Economist: Worked with a body of reputable international experts. Reviewed and reported world commodities markets. Studied supply and demand for agricultural commodities based on forecasts of the FAO, the U.S. Department of Commerce, European Economic Council, and other significant markets including Australia, Canada, and former U.S.S.R. The reports were used for export and import decisions.

ADMINISTRATIVE EXPERIENCE: UNIVERSITY OF DELAWARE

- ❑ **Director, Hospitality Associates for Research & Training (HART)**
- ❑ **Faculty Director, Patient Experience Academy**

Develops Various Regional, National and International Proposals: A number of these programs were ended in proposal phase.

Healthcare Systems:

- **ChristianaCare Health System:** Patient Experience Academy
- **Veterans Health Administration:** Veterans Patient Experience Academy
- **PI, HR Competencies for Restaurant Managers (HR CRM), funded by CARES ACT:**

Other Agreements:

- Fan Experience and Guest Services Management, UD Athletics (2017).
- Hotel Management Certification: HRIM-HART and FONDAZIONE campus in Lucca, Italy
- MoU: HRIM-University of Applied Sciences (HTW), Switzerland
- General Agreement: HRIM-University of Technology, New Zealand
- MoU: HRIM-Western Hospitality Institute (WHI), Jamaica
- UD-EMBA Subject Delivery Agreement, HTW
- Steigenberger Subject Delivery Agreement, Switzerland
- Paul Bocuse General Agreement, France
- Pontificia Universidad Catolica Madre Y Maestra, Puerto Rico
- Global E-MBA in Hospitality and Tourism (With Dr. DeMicco)
- Distance Learning Program Review, Taiwan
- MBA Tourism Management, Europe
- Patient Experience Academy (PXA)
- Garfield Medical Center, Los Angeles, PXA
- Bay Health, Delaware, PXA
- Hospitalist Company, Inc. (IPC)
- EU-US ATLANTIS grant
- Italy: Chian Chiano Terme Regional Branding
- Okerra Hotels Training Proposal, India
- University of Delaware Diversity Learning Proposal
- Pat's Pizza Management Training Proposal
- MIRUS Market Segmentation of Small Scales US Restaurant Chains, with Beldon, & Cobanoglu
- Delaware Restaurant Association Strategic Planning Proposal
- GWCVB: Proposal for Meeting and Convention Spending Study

- Acorn Club of Philadelphia Strategic Planning Proposal
- Italy: Italian Mountain Development Agency (IMDA): Regional Tourism Development Plan
- China: China Days Inn Proposal
- Nintendo, USA: Proposal Review (An Analysis of In-Room Entertainment Systems in Hotels, with Dr. Cihan Cobanoglu)
- IMDA Italian Cultural Center Opening

COORDINATOR: Swiss School of Tourism and Hospitality (SSTH) programs:

- Revises Curriculum Agreements
- Conducts student orientations
- Conducts student interviews
- Manages student course transfers

ACTING DIRECTOR: Graduate Program, Hospitality Information Management (2005):

- Coordinated recruitment activities along with graduate faculty of HRIM
- Personal interviews with prospective candidates
- Graduate & Professional School Day, George Washington University (September 26, 2005)
- National McNair Research Scholars Conference and Graduate Career Fair, University of Delaware (September 30, 2005)
- Graduate Schools, Atlanta, Georgia (October 10, 2005)

Selected Other Activities:

- **Prepared Graduate Program's Permanent Status**
- CHEP Graduate Student Orientation Planning
- CHEP Graduate Student Recruitment Planning
- HIM Graduate Orientation Planning
- Graduate Foreign Student Orientation, Trabant Student Center (August 26, 2005)
- CHEP Graduate Orientation, Trabant Student Center (August 28, 2005)
- Accompanied Graduate Ambassadors to the AHFME seminar (November 13, 2005)
- Other departmental administrative activities

TEACHING EXPERIENCE:

California State University (1986-1989):

Lecturer, School of Business Administration, California State University,
San Bernardino, California

Lecturer, School of Management, San Diego State University, San Diego, California

Course Taught within Cal State:

- Management Organizational Behavior
- Operations Management
- Financial Institutions Management
- Financial Accounting 1& 2
- Fundamentals of Financial Management

TEACHING: University of Delaware (1989-Present)

Graduate Courses Developed and Taught:

- HOSP640, Patient Experience and Engagement in **MBA**, Healthcare Management Major (UD-Lerner College of Business & Economics). Revised the course with Wiley in 2017. (Ongoing)
- 2017 Spearheaded Development of the SPA Minor at UD
- Developed and taught HOSP601, Advanced Hospitality & Tourism Product Management
- **Executive MBA** in Leadership and Ethics - Switzerland
- **Executive MBA** in Tourism Management - Europe

Study Abroad Programs Developed and Taught:

- Ecotourism Entrepreneurship- Ghana, Costa Rica, South Africa and Brazil
- International Hotel Development- Switzerland
- Club, Spa and Resort Management and Development- Jamaica & Switzerland
- Cross-cultural Etiquette and Protocol- South Africa
- SPA Management and Entrepreneurship- Switzerland/Italy
- Multicultural Team Building, SSTH, Switzerland
- Managing with Confidence, SSTH, Switzerland

Undergraduate Courses Developed and Taught at the UD:

- Healthcare Service Management Practicum (HOSP300) at the Christiana Care
- Human Resources Management in the Hospitality Industry
- Leadership Development Practicum I
- Hospitality Entrepreneurship and New Venture Creation
- Franchise Management
- Club Management
- Managerial Accounting and Finance for the Hospitality Industry
- Hotel and Restaurant and General Food Service Purchasing
- Finance and Accounting Practicum, I

Teaching: Outreach Programs at UD

- Institute for Organization Management, Center for Leadership Development, a Division of National Chamber Foundation.
- Certificated Employee Benefits Specialist Program (CEBS)

EGYPTIAN FELLOWSHIP PROGRAM: UD

- Developed and coached 3 research projects through international programs for Egyptian Fellows during 1993:
- Comparative Analysis: Roadway Operations; Multi-Unit Operations; and Fast Food Franchise Operations.
- Comparative Analysis: Club Operations.
- Vendor Analysis: Hospitality Equipment Purveyors and Food Services Suppliers.

THESIS, DISSERTATION AND GRADUATE PROPOSALS ADVISEMENT

Thesis Supervised:

- Chair, Emily Wu: An evaluation of Facebook usage by luxury, upscale and economy hotels in the US (2013-14)
- Chair, Stephen Blasik, "Utilizing Web-Based Member Marketing in the Private Club Industry: A Multiple Case Study." (2013)
- Ruiqing Fang, "An examination of Chinese social media profiles and travel information sharing." Committee Member (2012)
- Chair, Jing Zhang, "HR Practices in Chinese Hotels." (2012-13)
- Parisa Salkhordeh, "An exploratory content analysis of the use of social networks in the lodging industry." Committee Member
- Diane Vondrasek. "The future of smart grid technology in the US lodging industry: A Delphi study." Committee Member
- Soode Ahmadian Rad: University of Tehran: An Investigation of Factors Affecting Franchise Purchase Intention in Iran (The Franchisee Perspective)
- **Advisor, Master Club Manager (MCM) Research Project: Mitchell Platt, CM, Woodholm, CC through CMAA.**
- Supervised 2 Doctoral Projects, Actions Learning University (2003)
- Evaluated 4 Master's degree projects, Action Learning University (2003)

Graduate Student Research Projects Supervised:

- Supervised 2 HOSP graduate research proposals (Spring & Fall) 2017
- Supervised 1 HOSP graduate research proposals (Spring & Fall) 2016

- Supervised 3 HRIM graduate research proposals (Spring & Fall 2015)
 - Supervised 2 HRIM graduate research proposals (Fall 2014)
 - Supervised 4 HRIM graduate research proposals (Fall 2013)
 - Supervised 2 HRIM graduate student research proposals (Fall 2010)
 - Supervised 3 HRIM graduate student research proposals (Fall 2009)
 - Supervised 9 HRIM graduate student research proposals (Fall 2008)
 - Supervised 2 HRIM Graduate Thesis Projects (2007)
 - Supervised 4 HRIM graduate student research proposals (Fall 2006)
 - Supervised 4 Graduate Internship Projects (1995)
 - Supervised 9 HRIM graduate student research proposals (Fall 2003)
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Undergraduate Student Research Projects Supervised:

- Madeline Phillips (2019). HR Analytics
- Alyson Basso (2017): HR Analytics
- Jenna Pekofsky & Camilla Daniel (2016): Personal Branding
- Jessica Donlon (2016): Effectiveness of human capital for strategic decisions
- Christa Zeladonis: HR Analytics, Courtyard by Marriott (2015)
- Joel Cooper: Guest Service Project (2015)
- Karina Faust: HR Analytics (2015)
- Maddy Lang: Sustainability and Sport Facilities (2015)
- Julia Pfund: Ethical issues facing ecotourism in Southeast Asia (2013)
- Mengyu Li: Ethical issues in medical tourism (2013)
- Irmak Hatiboglu: Physician Entrepreneurialism: Ethical and legal perspective, pros and cons (2013)
- Ashley Bernstein: An analysis of concierge medicine (2013)
- Holly A. King, "Sustainability's effect on employment choice," A survey, May 2012.
- Kristiana Perini, "Understanding the emerging workforces' views on discrimination in the workplace," May 2012.
- Liza Kahn, "Effectiveness of Implementing Specific Goals for Employees to Increase Productivity," *A DuPont Hotel Case Study*, May 2010.
- Danielle Laverty, "*College Facebook Users and Their Habits*," presented at the MAX CMAA Conference, University of Delaware, April 2009.
- Katie Fontaine, "*Trials of a Turbo: Suggestive selling at ARAMARK*." May 2009
- Chris Wicks, Honors Project, "Ecotourism in Australia." August 2009
- Gregory Hirsch, "*Macho Presidency: How important is being macho to the president's job description?*" Presented to the 23rd Annual Marion Steel Symposium, University of Delaware, 5/8/08.

Lerner College Mentee Program:

- Elizabeth Fisher
- Michele Lakos

WORKSHOPS & SEMINARS (CEUs)

**Summary: Developed and delivered over 200 workshops and seminars:
Including Continuing Education Units (CEU)**

VA Wilmington Medical Center Online Round- 2: Physicians, Behavior Health Specialists, Social Workers, LPNs, RNs, Pharmacists, Management & Staff: Cohorts of 25 (2022-2024)

- Managing expectations: 20 sessions
- Flexibility & Change: 20 Sessions
- 60-Day Follow ups With Dr. Kline: 20 Sessions

VA Wilmington Medical Center, STAR Campus Round 1: Physicians, LPNs, RNs, SMSs: Cohorts of 25 (2019-2020)

- Managing Expectation: 5 Sessions
- Flexibility & Change; Listening & Empathy: 5 Sessions
- Managers 60-Day Follow Ups, With Dr. Kline, STAR Campus: 5 Sessions

Delaware Restaurant Association (DRA) Funded by CARES ACT: Summer and Fall 2019, Spring & Fall 2021:

As the Faculty Director, developed HR Competencies Certification Program for Restaurant Managers (HR CRM); total of 9 Cohorts; 4 Modules in each cohort. Taught 2 courses and weekly Zoom conferences:

- Recruitment and Retention in a Tough Labor Market (9 sessions)
- Building and Managing a Winning Restaurant Culture (9 Sessions)

Lerner Pocket MBA at Christiana Care Health System, Patient Experience Module:

Feb 28, 2020- March 5, 2020 | January 16, 2019 and 2020. | March 7, 2018- March 22, 2018

February 7, 2018- February 16, 2018

BYL Companies: (January 2017): 4 sessions

- Leading expectation & Change
- Communicating with Confidence' listening & Empathy
- Service Excellence
- Coaching & Engagement

ChristianaCare Health System, PX Academy (January 2017): Managers Cohort

- Managing Expectations, Listening & Empathy (2 sessions)

ChristianaCare Health System, PX Academy (Spring, 2017): Cohorts 1-5

- Managing Expectations, Listening & Empathy (5 sessions)
- Flexibility & Change; Assessments (5 Sessions)
- Achievement Stories (5 Sessions)

ChristianaCare Health System, PX Academy (Fall, 2017): Two Open Cohorts

- Managing Expectations, Listening & Empathy (2 sessions)
- Flexibility & Change; Assessments (2 Sessions)
- Achievement Stories (2 Sessions)

ChristianaCare Health System, PX Academy (2015-2016): 12 Cohorts

- Listening & Empathy.” Medical Group, Operations. (8 sessions)
- Healthcare Theatre.” With Allan Carlson, Amy Cowperthwait, and the Theatre Group. (8 sessions)
- Leading Expectations and Change (8 Sessions)
- Achievement Stories (8 Sessions)

Other Regional and International Activities:

- Fondazione Campus, Italy. Leading with Confidence. 15 Students. February 20-28, 2014.
- Swiss School of Tourism and Hospitality (SSTH). Working with Confidence. 9 ED students. August 8-16, 2014.
- **Swiss School of Tourism and Hospitality (SSTH), *Working with confidence,***” August 19-23, 2013.
- ARAMARK Leadership Development Program (LDP for Executives) sessions, Villanova Conference Center, January and February 2007.
- **Leading Change**, ARAMARK Towers, Philadelphia, November 2006.
- Managing Through Strategic HR, Toronto, **Canada**, September 2006.
- **Leadership and Change**, Hospitality Training Associates, Brisbane, **Australia**, (Participants: High level management of various hospitality firms), June 2005.
- Managing Global Workforce, Institute of Leadership and Ethics, Zurich, **Switzerland**, (Participants: high level management), March 2005.
- Leadership and Change, BBA Industrial Programs, CULALONGKORN University, Bangkok, **Thailand**, August 2004.
- Building Cross-Cultural Teams, HTW-BBA University, Chur, Switzerland, August 2004.

- Coaching, Counseling, and Mentoring, Institute of Leadership and Ethics, Zurich, Switzerland, (Participants: High level managers of various hospitality firms from Europe), May 2004.
- Designed and Implemented **8 workshops** on, “Listening and Empathy,” Park Place Entertainment, Atlantic City, New Jersey, (Summer 2003).
- Designed and Implemented **8 workshops** on, “Conflict Management,” Park Place Entertainment, Atlantic City, New Jersey, (Summer 2003).
- Designed and Coached **24** Learning Group Sessions, Park Place Entertainment, Atlantic City, New Jersey, (Summer 2003).
- Designed and Implemented **16** workshops on “Coaching and Counseling,” (Summer 2003).
- Seminar on, “Leading Through Coaching and Counseling,” Ali A. Poorani, Frankfurt, **Germany** (May 7-10, 2003).
- Website Design Workshop, Cihan Cobanoglu instructor, Ali Poorani and Mike Morris Conveners, Smith Hall, University of Delaware, presented to Delaware CMAA Chapter (May 5, 2003).
- CMAA, “Culinary 101,” Debbie Ellingsworth instructor, Ali Poorani and Mike Morris Conveners, Nita Nova, University of Delaware, presented to DE CMAA Chapter, (March 10, 2003).
- “PowerPoint Workshop,” Ali A. Poorani, Cihan Cobanoglu and Salim Yilmaz, Smith Hall, University of Delaware. Presented to Delaware CMAA Chapter (April 16, 2002).
- New Member Orientation to club industry, a one-day club tours and education including, Fieldstone CC, DuPont CC, Vicmead Hunt Club and Wilmington CC. (April 21, 2002).
- "Fundamentals of Accounting for Non-Financial Managers," sponsored by Continuing Education Department, Milford Center, University of Delaware, May 16, 1990.
- "Seminar in Certificated Employee Benefits Specialist Program (CEBS)." Sponsored by Continuing Education Department, Wilcastle Center, University of Delaware, (10 sessions), September 26 to November 29, 1990.
- "Basic Accounting Training Workshop," sponsored by Chrysler Corporation, UAW-Chrysler National Training Center, Newark, Delaware, (8 sessions), March 4 to 27, 1991.
- "Strategic Planning Workshop," sponsored by Center for Leadership Development, Institute for Chamber of Commerce Executives, University of Delaware, August 7, 1992.

CLUB MANAGEMENT SEMINAR SERIES: More Recent Events

Advised and engaged CMAA students in the delivery and presentations of the following seminars:

- 28th Annual Club Managers Appreciation Dinner and Education: Roaring 20s! Wilmington Country Club on Monday, March 21, 2022.
- 27th Annual Club Managers Appreciation Dinner and Education: Health & Wellness, Union League of Philadelphia, PA, May 6, 2019.
- 26th Annual Appreciation Education and Dinner: All About Allergies: Durable App. Merion Golf, Philadelphia, PA, May 7, 2018.
- 25th Annual Appreciation Education and Dinner: “Running for the Roses: The race for bridging the generational divide,” Vicmead Hunt Club, April 24, 2017.
- 24th Annual Appreciation Education and Dinner: “Going for the Gold,” Wilmington Country Club, April 4, 2016.
- 23rd Annual Appreciation Education and Dinner: “Social Media and the Clubs: Optimism and Innovativeness,” Union League of Philadelphia, April 27, 2015.
- 22nd Annual Appreciation Education and Dinner: “Internship Panel: What do Students Expect from a Club Internship?” Aronimink Golf Club, Philadelphia, April 28, 2014.
- 21st Annual Appreciation Education and Dinner: “Sensory Branding: One Sense at a Time,” Union League of Philadelphia, Philadelphia, April 22, 2013.
- 20st Annual Appreciation Education and Dinner: “There is no Place Like a Club: The Wizard of Mocktails,” Vicmead Hunt Club, Wilmington, October 15, 2012.
- 19th Annual Appreciation Education and Dinner: “Polar Opposites: Organic VS. Mechanical Cultures,” Wilmington Country Club, Wilmington, October 10, 2011.
- 18th Annual Appreciation Education and Dinner: “Valuing Traditions and Appreciating Innovations,” Marion Golf, Philadelphia, October 25, 2010.
- 17th Annual Appreciation Education and Dinner: “Pure Blue: Water Conservation in the Club Industry,” Deerfield Golf Club, Newark, October 26, 2009.
- 16th Annual Appreciation Education and Dinner: “7 Ways to go Green,” Blue & Gold Club, University of Delaware, October 29, 2008.

OTHER SCHOLARLY SEMINARS - CONVENOR ROLE:

- Poorani, A., Club Management SIG Convener, San Francisco, CA, March 2, 2018
- Poorani, A., 2010-2017: International Council on Hotel, Restaurant, and Institutional Education (CHRIE), Industry Presentations, Planning Committee, HIPSIG.
- Poorani, A., DeMicco, F., Matt, K. Hotels Bridging Healthcare: A Conference on Hotel, Wellness and Medical Tourism. Grand Resort Bad Ragaz, Switzerland, June 16-19, 2012.
- Poorani, A., DeMicco, F., Matt, K. “Hotels Bridging Healthcare Conference.” University of Delaware, May 5, 2011.
- MAX CMAA, 1st Annual Conference, Courtyard by Marriott, University of Delaware, April 20, 2009.
- Earth Day Education and Cook-off, Ultimate Recipe Showdown, Vita Nova, UD, April 22, 2008.
- Skype-Mediated Tourism Connection in China, Vietnam, and Taiwan (SSTH & UD-HRIM), April 30, 2008.
- Focus Groups: Concept Development, the ING DIRECT Cafés, Wilmington, February 2007.
- Workshop Convener: Advance Excel for Club Managers of regional Chapters, Pearson Hall, University of Delaware (Participants Club industry GM/COOs). March 1, 2004.
- **Conference Convener**, Project Touchstone: An International Internet Conference, Hospitality: The State of the Art, Hospitality Financial Management Theme, 1996- 1997.

SCHOLARLY ACTIVITIES: Editorial & Review Boards

EDITORIAL & REVIEW BOARD:

- **Advisory Board**, *International Healthcare Research Center (IHRC)* of Medical Tourism Association, 2013-present
- **Editor**, *Global Medical Tourism and Wellness Congress, Research Summit*, 2013-2016.
- **Editor**, P&GBA-World Conference on Business and Management, June 29 – July 2, 2015, Seoul, South Korea.
- 2011 CHRIE Industry Presentations, Planning Committee, HIPSIG.
- **Editorial Board**, *Journal of Human Resources in Hospitality and Tourism*- Present.

- **Review Board**, *Journal of Hospitality Financial Management* – Present
- **Internet Editor**, *Franchising Research: An International Journal*, 1996- 1998.
- Reviewer, John Wiley and Sons, *Human Resources Management*, 7th Edition, by DeCenzo and Robbins.
- Reviewer, *Cornell Hotel and Restaurant Administration Quarterly*.
- Reviewer of Research Papers, Society of Franchising Annual Conference.
- Reviewer, *Journal of Foodservice Business Research*
- Reviewer, *Hospitality and Tourism Research Journal*. Present.
- Reviewer, *Journal of Hospitality Marketing & Management (JHMM)*.
- Reviewer, *Journal of Hospitality and Tourism Technology*

GRANTS:

FUNDED GRANTS:

- Poorani (PI). 2018-2024 (24 Cohorts): Department of Veterans Affairs, VA Patient Experience Academy. Funds received: \$531,766.00
- PI, HR Competencies for Restaurant Managers (HR CRM), funded by CARES ACT through Delaware Restaurant Association (DRA), 2019, 2020 and 2021: \$271,000.00
- Poorani (PI): UNIDEL Grant. Date: 2015-2017. Amount: Fully funded \$500,000.00 included matching funds from ChristianaCare Health System.
- Poorani (PI). 2017 Patient Experience Academy, Cohorts 1-4. Amount Fully Funded \$71,592.00
- 2017: Grand Challenges: Major Conferences and Symposia. Funds requested: \$28,741.00 – Not funded
- Poorani, A. & Landgraf, R. (C0-PIs): 2017 Cluster Hiring: Healthy Communities. 5 Faculty Positions – Not funded

UD Sponsored Grants: Teaching with Technology:

- Triple-Loop Learning with Technology: A Transformational Learning. University of Delaware. Date: 2014-15 academic year. Cost of IT personnel support.
- Poorani, Ali, A. (2012). UD Information Technology Transformation Grant, \$3,000. *Achievement Stories*.
- Have raised over \$125,000 scholarship funds to UD CMAA RSO, through CMAA, 1992-2015.
- University of Delaware, Center for Teaching Effectiveness Grant, \$2000 to develop a “paperless classroom.”

Results:

- Developed Patient Experience Academy that has resulted in improving delivery of quality healthcare for millions of Delawareans and beyond, supported by data.
- Developed Lerner MBA in Healthcare Management Major/Minor, a multidisciplinary program with College of Health Sciences. The majority of participants are healthcare professionals or individuals planning to enter this field.
- Developed Hospitality in Healthcare Management Course (HOSP300). One of the highlights of the course is student internships/rotations in the VA Wilmington Medical Center.

REFEREED PUBLICATIONS

- Ali A. Poorani, Matthew Jacobs, Patrick Carney, Jaclyn Tomasetti (2025-Under Review). Peer Mentoring, Camaraderie, and Support (PMCS) of Southern New Jersey: Suicide prevention using human experience and social determinants of health. Submitted to *Patient Experience Journal (PXJ)*.
- Ali A. Poorani, Sheryl F. Kline, Frederick J. DeMicco, William Sullivan (July 2023). Hospitality to healthcare: Patient Experience Academy, a successful alliance between the ChristianaCare Health System and the University of Delaware, *International Journal of Hospitality Management*, Vol. (112) <https://doi.org/10.1016/j.ijhm.2022.103422>.
- Poorani, A. & Kane, V. (July 28, 2021). Veteran Patient Experience Academy: Putting Veterans First, *Journal of Patient Experience Academy*, Retrieved From: <https://doi.org/10.1177/23743735211034619>
- Poorani, A. A. (2020). Best Practices for an Engaged Community: Using Zoom. Retrieved from: <https://www.wcupa.edu/recap/documents/recapSchedule2020.pdf>
- Poorani, A. A., Platt, M., (2015). Executive Tenure: Attributes of Club Manager Longevity, *International Journal of Hospitality & Tourism Administration*, Vol. (16), no (2).
- DeMicco, F., Poorani, A., Abrams, et.al. (2013). Green Team-Case Study, The Dankeschön Beach Resort, *Hospitality Financial Management Review*, Vol. 24, No. 1, PP 5-9.
- Ahmadian Rad, S., Poorani, A. (2011). “Post-purchase franchise intentions: A study of the ice cream franchise systems in Iran.” *Marketing and Management in Hospitality Organizations*, conference proceedings, pp 153-159.
- Poorani, A. A. (2011). “Sustainability Finance: Leading Industry and Customer Expectations.” *Hospitality Financial Management Review*, 23 (1).

- Ahmadpour, Poorani, A., & Ahmadian Rad, S. (2009). "An investigation of factors affecting franchise purchase intention," *Journal of Iranian Business Management*, Vol. 1, No. 3.
- Mozeik, C., Beldona, S., Cobanoglu, C., & Poorani, A. (2009). "The adoption of restaurant – based e-service." *Journal of Foodservice Business Research*, 12:1.
- Mozeik, Beldona, Cobanoglu, and Poorani (2008). "The adoption of restaurant based E-services." *Journal of Foodservice Business Research*, Volume 12, (3).
- Cobanoglu, C., Dede, P., & Poorani, A. (2007). "An analysis of skills and competencies of full-service hotel technology managers." *Journal of Teaching in Travel and Tourism*, Volume 6, (4):19-35.
- Brizek, M., and Poorani A. (2006). Making the Case for Entrepreneurship: A Survey of Small Business Management Courses within Hospitality and Tourism Programs." *Journal of Hospitality, Leisure, Sport, and Tourism Education*, Vol. 5 (2): 36-47.
- Poorani, Ali, A. (2004). "Emotional Intelligence: A compelling framework for deeper changes in hospitality frontline operations." *2nd International Conference on Management Consulting*, 237-241.
- Nelson, R.R., A.A. Poorani and J.E. Crews (November 2003). "Genetically Modified Foods: A Strategic Marketing Challenge for Foodservice Operations." *Journal of Foodservice Business Research*, Vol.6 (4): 89-105.
- Nelson, R.R., A.A. Poorani and J.E. Crews (February 2002). "Genetically Modified Foods in the Foodservice Industry: A Franchise and Multiunit Perspective." *International Society of Franchising Conference Proceedings*. Orlando, Florida.
- Crews, J.E., R.R. Nelson and A.A. Poorani (2002). Policies of North American Based Food Service Operators Regarding the Use of Foods Derived from Genetically modified Organisms. Proceedings of the Seventh Annual Graduate Education and Graduate Students research Conference in Hospitality and Tourism. Houston, Texas, 165-167.
- Nelson, R. and Poorani, A. A. (1997). "How Will Genetically Altered Foods Impact the Food Service Industry? The Opinions of a Blue Chip Panel of Industry Executives," *Hospitality Research Journal*.
- Miller, F. and Poorani, A.A. (1996). "Partnering: Hospitality Students, Faculty, and Managers Create Innovative Training Program," *Hospitality & Tourism Educator*, 8(4), 51-55.

- Poorani, A. A. (1996). "Electronic Data Interchange (EDI): A Strategic Tool to Increase Franchise Productivity and Efficiency," *Franchise Research: An International Journal*, 1(2), 22-28.
- Poorani, A. A. (1996). "Trade-Show Management: Budgets and Planning for a Successful Event," *Cornell HRA Quarterly*, 37(4), 77-84.
- Nelson, R. and Poorani, A.A. (1996). "Genetically Altered Foods: A Policy Issue for Multi-Unit Food Service Operations," *FIU Hospitality Review*, 14(1), 79-89.
- Poorani, A. A. and Smith, D. (1995). "Financial Characteristics of B&Bs," *Cornell HRA Quarterly*. 36 (5), 57-63.
- Poorani, A. A. (1995). "A Cost-Benefit Analysis of Electronic Data Interchange," Hospitality Information Technology Association 1995 Annual Conference Proceedings.
- Poorani, A. A. and Smith, D. (1994). "Franchising as a Business-Expansion Strategy in the Bed and Breakfast Industry: Creating a Marketing and Development Advantage," *Hospitality Research Journal*, 18(2), 19-34.
- Poorani, A. A. and Nelson, R. (January 1995). "Policies and Predispositions of Franchise Food Service Operations Toward the Use of Genetically Altered Foods," Society of Franchising, Ninth Annual Conference Proceedings.
- Poorani, A. A. and Smith, D. (1994). "The Applicability of Hotel Franchising to the Bed and Breakfast Industry," Society of Franchising, Eighth Annual Conference Proceedings.
- Poorani, A. A. and Cole, R. (1993). "The State of Training and Technology in Food Service Purchasing," Society for the Advancement of Food Service Research, Annual Conference Proceedings.

PROPIORITY RESEACH

- Medical Tourism Association (MTA) National research questionnaire review (March 2014)
- Propriety research: "*Toronto Tourism Carrying Capacity*," study was commissioned by MTA, Summer 2014.
- **Educational Institute Research Alliance:** Participated in four research projects sponsored by the Center for Hospitality Research Solutions at the Educational Institute of the American Hotel and Lodging Association. This Academic research consortium was composed of group of researchers from 11 select hospitality programs in the United States. The research topics involved were:

- Ray Newton, Poorani, A., Jurowski, C., Casado M., DeFranco A, and Wallington, C. (1999). “What is the relationship between human capital valuation (HCV), firm value, and turnover?”
- Robert Woods, Poorani, A., Murrmann, S., Sciarini, M., Paxton, C., and Abbott, J. (1999). “Does value congruence, with respect to organizational culture, lead to higher employee retention?”
- Ronal Cicky, Harris, K., Kwansa, F., Murrmann, K., and Poorani, A. (1999). “How are hospitality organizations determining their training needs?”
- Alex Susskind, Rutterford, D., Poorani, A., (1998). “Collaborative Academic Research: An Examination of Teamwork Dimensions and Outcomes among Multi-University Project Teams.”

MONOGRAPHS:

- Master Club Manager (MCM) Research Project: “Breaking One 100,” deKovacs. J, CCM, through CMAA.

ABSTRACTS & CONFERENCE PROCEEDINGS

- Cao, Y., and Poorani, A. (2015). “Competencies needed for social media managers.” International Conference on Management Science and Management Innovation (MSMI 2015)
- Poorani, A. (2013). Crowdsourcing Technology: Capturing Achievement Stories, Business professor Teaching Summit, Le Bow College of Business, Drexel University, Philadelphia, PA, May 17, 2013. (Refereed Presentations)
- Rad, S., & Poorani A. (2011). “Post-purchase franchise intentions: A study of the Ice cream franchise system in Iran.” *Advances in Hospitality and Tourism Marketing and Management*. Istanbul, Turkey, 152-159.
- Miller, F. and Poorani, A. A. (1995). “Partnering: Hospitality Students, Faculty, and Managers Create Innovative Training Program,” 1995 CHRIE Conference Proceedings.
- Poorani, A. A. and Smith, D. (1993/94). “A Profile of Bed and Breakfast and Inn Operations and Their Financial Characteristics,” *The Journal of Hospital Financial Management*, Vol.3, No. 1.

BOOKS, BOOK CHAPTERS, AND CASES

Books:

- DeMicco, F. & Poorani A. (2023). *Medical Travel Brand Management: Success strategies for hospitality bridging Healthcare (H2H)*. Apple Academic Press.
- Poorani, A.A. (2020). *HR Competencies for Working Managers: Your toolkit for managing performance* (2nd Ed.). Kendall Hunt Publishing Company.
- Poorani, A. (2018). *HR Competencies for Working Managers: Your Toolkit for Managing Performance* (E-Reader Version). Retrieved from <https://online.vitalsource.com/#/books/9781524980511/cfi/0>

Book Chapters and Cases:

- Poorani, A. & Sullivan, B. (2018). Human Capital Analytics Return on Investment: A Case of Courtyard by Marriott. In Anandrajan, M. & Harrison, T. (Ed.), *Aligning Business Strategies and Analytics: Bridging Practice and Theory*.
- DeMicco, F. J., & Poorani, A. A. (April 2017). Improving the health care: The patient/guest experience academy. In F.J. DeMicco (Ed.), *Medial Tourism and Wellness: Hospitality Bridging Healthcare (H2H)* (pp.103-115). Watertown, NJ: Apple Academic Press.
- Poorani, A. A., & Jiang, N. (April 2017). The branding of medical tourism in China: A snapshot using a strategic model analysis. In F.J. DeMicco (Ed.), *Medial Tourism and Wellness: Hospitality Bridging Healthcare (H2H)* (pp. 359-368). Watertown, NJ: Apple Academic Press.
- Poorani, A. A., & Jiang, N. (April 2017). The branding of medical tourism in China: A snapshot using a strategic model analysis. In F.J. DeMicco (Ed.), *Medial Tourism and Wellness: Hospitality Bridging Healthcare (H2H)* (pp. 359-368). Watertown, NJ: Apple Academic Press.
- Poorani, A., and Smith, S. (2015). Integrating Healthcare and Hospitality to Create a Patient Experience Academy. The Beryl Institute. <http://www.theberylinstitute.org/default.asp?page=CASE0415>

ARTICLES

- Brendle, J., & Poorani, A. (Fall 2021). Applying Patient Experience Concepts to Ski Patrol Operations: Tools to Improve Experience of your Guests. *Ski Portal Magazine*, Volume 30, Issue 1, PP (42-48). Retrieved from https://www.nsp.org/NSPMember/Media/Magazine/NSPMember/Media/Ski_Patrol_Magazine.aspx

- Poorani, A. & Poorani, R. (2013). Future Wellness Tourism Industry: Preparing Hospitality Students, *Medical Tourism Magazine*, November 11, 2013.
- Poorani, A. & Poorani, R. (2013, January). "The role of hotel industry in medical & Wellness Tourism. *Medical Tourism Magazine*, 27, **Editor's Pick**.
- Poorani, A. A. & deKovacs. J. (2000) "Breaking One 100," *Club Management*, 79 (1), 44-53.
- Poorani, A. A. (November/December 1994). "Survey Reveals Business Sources, Effective Strategies," *The Inn Times*, Vol.5, No.6.
- Poorani, A. A. (May/June, 1994). "Survey Sheds Light on Possible Benefits of Franchising," *The Inn Times*, Vol.5, No.3.
- Poorani, A. A. (Spring 1990). "Corporate Ethics." *Hospitality Innovations*, Vol. 2, No.2.
- Poorani, A.A. (Fall 1989). "Ideas to Dollars: Current Trends in the Hospitality Environment." *Hospitality Newsletter*, Vol. 2, No. 1.
- Poorani, A.A. (Fall 1987). "Are Ethical Standards in Finance Really Necessary?" *The Bottom Line*, California State University, Vol.1, No.7.

REFEREED RESEARCH PRESENTATIONS

NATIONAL AND INTERNATIONAL

Summary: Refereed Presentations

Poorani, A. A. (July 30, 2020). Best Practices for Creating an Engaged Community: Using Zoom, RECAP Virtual Conference, Westchester University, PA.

Poorani, A., Application of Huddles (pre-shift) to hospitality classrooms. Presented at the 2019 Winter Institute on Learning (WIL), Trabant, University of Delaware, January 31, 2019.

Poorani, A. & Fearon, R. (2018). Hotel-Like Hospitals: Patient Satisfaction. International Council on Hotel, Restaurant and Institutional Education (ICHRIE) Conference, Palm Springs, CA, July 25-28.

Poorani, A. Crowdsourcing Technology and Triple-Loop Learning. Annual Lerner Teaching and Research Showcase, Lerner College, University of Delaware, April 27, 2018.

Poorani, A. & Sullivan, B. (2017). Exploring Human Capital Analytics Return on Investment: A Case of Courtyard by Marriott. *Association of Hospitality Financial Management Educators Symposium*. NY University, NY. November 11.

Poorani, A. & Sullivan, B. (2017). Applying Human Capital Analytics: A Case of Courtyard by Marriott. Bridging Practice and Theory Summit, LeBow College of Business, Drexel University, Philadelphia, PA. May 18, 2017. (double-blind refereed presentation)

Poorani, A.A. (2017, April). Effective use of technology to achieve triple-loop learning. *ICHRIE NENA Conference*. Philadelphia, PA. April 1, 2017.

Poorani, A. A. (2016, December). *The economic effects of external shocks on hotels near hospitals*. Paper presented at the Faculty Research Seminar. University of Delaware: HSBM.

Poorani, A. A. (2016, November). *Are hotels near hospitals recession proof?* Peer reviewed paper presented at the IHFME Symposium, New York, NY. New York, NY: IHFME Symposium.

Poorani, A. A. (2016, May). *Capturing achievement stories: Using crowdsourcing technologies*. Peer reviewed paper presentation at the meeting of RECAP Conference. West Chester, PA.: West Chester University.

Poorani (2015). "Success Factors for Medical Tourism Special Economic Zones (SEZs)." Medical Tourism and Global Healthcare Congress, Orlando, FL, September 26-29.

Miller, B. L., Wu, Y., Poorani, A. A., & Cole, R. P. (2015, July). *Analysis of using Facebook features among luxury, upscale and economy hotels*. ICHRIE Annual Conference, 2015. Orlando, FL.: ICHRIE.

Poorani (2015). "Trends: Medical Tourism and Hospitality." Industry Presentation, ICHRIE Conference, Orlando, FL, July 28-31. 2015.

Poorani (2015). "Experience-Driven Learning with Technology: Measurements & Results." Business Professors Teaching Summit (BPTS). Drexel University, May 14, 2015.

Poorani (2015). "Sensory Branding: One sense at a time." World Conference on Club Management and Business Expo. March 7-11. San Antonio, TX.

Anderson, Beldona and Poorani (2015). "Is social media engagement for restaurants exaggerated? A case of three prominent independent restaurants. January 2015, Graduate Conference.

Poorani, A. and Fu, U. (2014). "Economics of medical tourism facilitators." *Global Medical Tourism and Wellness Congress, Research Summit, Washington DC*.

Poorani, A. and Jiang N. (2014). "An analysis of three promising entry points in China as medical tourism destinations." *Global Medical Tourism and Wellness Congress, Research Summit, Washington DC*.

Poorani, A. (2014). Double-Loop learning with Technology: A transformational learning. *Business Professors Teaching Summit*. Le Bow College of Business, Drexel University, Philadelphia, PA.

Poorani, A. (2013). “*Are the hotels near hospitals recession proof?*” Association of Hospitality Financial Management Educators (AHFME) Research Symposium, NYU, NY, NY, November 9, 2013. (Refereed Presentations)

Poorani, A., and Cao, Y. (2013). Expert Opinions: Competencies Essential for Social Media Managers, submitted to 2014 HITA Conference (**Best Poster Research Award**).

Poorani, A. (2013). Crowdsourcing Technology: Capturing Achievement Stories, Business professor Teaching Summit, Le Bow College of Business, Drexel University, Philadelphia, PA, May 17, 2013. (Refereed Presentations)

Rad, S., & Poorani A. (2011). “Post-purchase franchise intentions: A study of the Ice cream franchise system in Iran. *Advances in Hospitality and Tourism Marketing and Management*. Istanbul, Turkey, June 19-24, 2011.

Poorani, Ali, A. (2011). “The Best Practices in Team-Based Multimedia Learning: Application to Business Schools,” for the **Business Professor Teaching Summit** at LeBow College of Business, May 20, 2011. (Blind review)

DeMicco, F., Poorani, A., & Scanlon, N. “Hotels Bridging Healthcare,” 2010 Annual ICHRIE Conference, San Juan, Puerto Rico, July 28-30, 2010.

Poorani, A., & Salkhordeh, P. “Facebook Habits of Hospitality Students,” 2010 Annual ICHRIE Conference, San Juan, Puerto Rico, July 28-30, 2010.

Beldona, S., Poorani, A., & Cobanoglu, C. (2009). “*Customer relationship management in the US lodging industry: Perceptual differences among organizational types and roles/designations.*” Hospitality Information Technology Association Conference, Anaheim, CA. **Best Paper Award**

Poorani, Ali, A. *Multimedia Learning & Soft Skills Training*, Hospitality Information and Technology Association (HITA), Austin Texas, June 14-15, 2008.

Celeste K. Mozeik, Beldona, S., Cobanoglu, C. & Poorani, A. “Are Restaurant Customers Ready to Access Services Through Web-Enabled Mobile Devices?” 2007 Hospitality Information Technology Association, Orlando, Florida, June 25, 2007.

Cobanoglu, C., Dede, P. & Poorani, A. A. “An analysis of skills and competencies of hotel technology managers,” 2005 Annual CHRIE Conference, Los Vegas, Nevada, July 28-31, 2005.

Nayar, A., Beldona, S., Cobanoglu, C., and Poorani, A. “Customer Relationship Management in the Lodging industry: An Investigation,” January 5-7, 2006, 11th Graduate Student

Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, Washington.

Poorani, A.A., "Emotional Intelligence: A compelling framework for deeper changes in hospitality frontline operations." 2nd International Conference on Management Consulting, Ecole Hotelier De Lausanne, Lausanne, Switzerland, June 23-25, 2004.

Poorani A.A., "Using emotional Intelligence to fire up frontline employees in hospitality." CHRIE Conference, Philadelphia, PA, July 28-31, 2004.

Nelson, R.R., A. A. Poorani and J.E. Crews (February 2002). "Genetically Modified Foods in the Foodservice Industry: A Franchise and Multiunit Perspective." International Society of Franchising Conference Proceedings. Orlando, Florida.

J.E. Crews, R.R. Nelson and A.A. Poorani (2001). "Policies of North American Based Food Service Operators Regarding the Use of Foods Derived from Genetically Modified Organisms." Proceedings of the Seventh Annual Graduate Education and Graduate Studies Research Conference in Hospitality and Tourism. Houston, Texas, 165-167.

Poorani A. A. (August 1999). "Authoring Courses with Serf," International CHRIE Conference, Albuquerque, New Mexico.

Poorani, A. A. (June 1999). "Training & Education: Impact of web- Based Training," HITEC 99, Atlanta, Georgia.

Poorani A. A. (June 1999). "Application of World Wide Web to Problem-Based Learning," Institute for Transforming Undergraduate Education (ITUE), University of Delaware.

Poorani, A. A. (February 1996). "Electronic Data Interchange (EDI): A Strategic Tool to Increase Franchise Productivity and Efficiency," 1996 Annual Society of Franchising Conference, Hawaii.

Miller, F. and Poorani, A. A. (August 1995). "Partnering: Hospitality Students, Faculty, and Managers Create Innovative Training Program," 1995 Annual International CHRIE Conference, Nashville.

Poorani, A. A. (June 1995). "A Cost-Benefit Analysis of Electronic Data Interchange (EDI)," 1995 Hospitality Information Technology Association Conference, New Orleans.

Poorani, A. A. and Nelson, R. (January 1995). "Policies and Predispositions of Franchise Food Service Operations Toward the Use of Genetically Altered Foods," 1995 Annual Society of Franchising Conference, San Juan, Puerto Rico.

Poorani, A. A. (July 1994). "Franchising B&Bs: A Distant Reality," 1994 Annual International CHRIE Conference, Palm Springs, California.

Poorani, A. A. (February 1994). "The Applicability of Hotel Franchising to the Bed and Breakfast Industry," Society of Franchising, Annual Conference, Las Vegas, Nevada.

Poorani, A. A. (March 1993). "The State of Training and Technology in Food Service Purchasing," The Society for the Advancement of Food Service Research, Annual Conference, Chicago.

Poorani, A. A. and Smith, D., (November, 1993). "A Financial Profile of Bed and Breakfast and Inn Operations," Association of the Hospitality Financial Management Educators, Annual Conference, New York.

INVITED PRESENTATIONS

Summary: 60 Invited Presentations

- Keynote Speaker, Medical Tourism Summit, Lucca, Italy, May 24, 2024.
- Poorani, Ali. A. Spa & Well-being Sensory Branding, University of Northern Arizona, August 25, 2020.
- Poorani Ali A. VA Wilmington Medical Center and UD partner to improve Veteran satisfaction. **Provost's Symposium on Engaged Scholarship**, STAR Campus, March 5, 2020.
- VA Project Presentation at "Researchers visit Capitol Hill to highlight impact of federal funding, strong connection," Washington DC, April 10, 2019. [UD Day in DC](#)
- Poorani, A. Marketing and Sensory Evaluation, Swiss Medical Spa & Hospitality Think Tank, Chur Switzerland, June 6, 2019. (Editor's Choice).
- Poorani, A. DRA HR Competencies for Restaurant Managers Orientation Presentation, Del Tech Campus, Dover, DE, May 2, 2019.
- Poorani, A. 2019 Faculty Winter Institute on Learning, Trabant Center, UD, January 21, 2019.
- Poorani, A. Patient Experience and Engagement: An Overview, VA Pre-activation Meeting, STAR Campus, University of Delaware, January 17, 2019
- Poorani, A. Application of Hospitality to Church Operation. The DE Church Network Conference, Dover, DE, October 4, 2018
- Poorani, A. Lerner Research Symposium, One South Main, University of Delaware, October 12, 2018.

- Poorani, A. Crowdsourcing Technologies & Triple-Loop Learning. Annual Teaching & Research Showcase, UD, April 27, 2018
- Poorani, A. Hospitality Customer Service Models Applied in Hospitals. HOSP300, Brown Lab, University of Delaware, November 13, 2017.
- Poorani, A. Introducing University of Delaware's new MBA in Healthcare Major, and Patient Experience Academy. *Delaware Healthcare Forum*. Dover, DE. October 31, 2027.
- Poorani, A. & Axe, M. Health & Wellness Tourism: Bridging Healthcare & Hospitality. Medical/Dental Scholar Program, University of Delaware, October 20, 2017.
- Poorani, A. Maintaining a culture of patient experience and engagement. Christiana Care Health System, Managers Meeting, Newark, DE, April 26, 2017.
- Poorani, A. "Research Showcase, University of Delaware, November 6, 2015.
- Poorani, A. "The role of medical tourism facilitators in the medical tourism and wellness industries." UD Seminar Series, Raub Hall, University of Delaware, November 2014.
- Poorani, A. "Faculty Research Showcase." Raub Hall, University of Delaware, October 2014.
- Poorani, A., Carlson, A., and Cowperthwait, E. Leadership Theatre: The science behind empathy and service generosity. CMAA Conference, back to School, DE Shines. Purnell Hall, University of Delaware, 2014.
- Poorani, Ali. What do our graduates think of us? Industry session: ICHRIE Conference, San Diego, CA, August 2014.
- Poorani, A. (August 2014). Round Table Discussion: Industry Session, ICHRIE Conference, San Diego, CA, August 2014.
- Poorani, A. "*Crowdsourcing: Boost your learning programs*," Webinar, (More than 85 attendees, such as Stanford University, Univision, Food Chain Advertisers, Nationwide Insurance, etc.), November 14, 2013.
- Poorani, A., Luedke, B., Bachtel, J., Luna, J., Robinson, M "*Where are the jobs? The inside track from industry leaders*," ICHRIE Conference, St. Luis, MO, July 26, 2013. (Panel Presenter to general conference attendees)
- Poorani, A. "*Economic performance of hotels near hospitals*," Global Medical Tourism and Wellness Congress, Los Vegas, NV, November 3-5, 2013.
- Poorani, A. Achievement Stories: The best practices, 2013 Summer Faculty Institute, University of Delaware, May 28, 2013. (Projects are selected by a committee)

- Symposium: “Skills required for entry level club management students,” Club Management-SIG, ICHRIE Conference, St. Louis, MO, July 24, 2013.
- Poorani, Ali, A. The role of travel agents and the tourism industry in medical tourism. 5th Medical Tourism Association Congress. Miami, FL, October 25, 2012.
- Poorani, Ali A., “*Hotels Bridging Healthcare.*” A Conference on Hotel, Wellness, and Medical Tourism Entrepreneurship. Grand Resort, Bad Ragaz, Switzerland, June 17, 2012.
- Poorani, Ali, A. Interviewing applicants. IGS Workshop, Elliott Hall, University of Delaware, DE, April 11. 2012.
- Poorani, Ali, A. The world as classroom: Developing a study abroad program. Purnell, University of Delaware, DE, March 8, 2012.
- Poorani, Ali A., “*Strategic Planning: Steps to move forward-pitfalls to avoid.*” Acorn Club, Philadelphia, March 28, 2011.
- Poorani, Ali A., “*Medical Tourism: Hotels bridging healthcare, a new model for US and EU.*” University of Delaware, May 5, 2011.
- Poorani, Ali A., “*Online Learning Using Sakai,*” UD Online Resource Center, June 20, 2011.
- Moderator, “*Nuts and Bolts of Ownership,*” Entrepreneurship Summit, University of Delaware, April 2009 & 2010.
- Micro soft Think-Thank, Austin, TX, June 2008.
- Poorani, Ali, A. *Multimedia Learning*, 2008 Summer Institute, University of Delaware, June 2-5, 2008.
- Poorani, Ali, A. & HRIM 601 students, *ING Direct Concept and Marketing Plan.* Presentation to CEO and top executives, ING Direct Headquarters, Wilmington, DE, November 26, 2007.
- Poorani, Ali, A. *Life Style Branding*, Courtyard by Marriott, Marketing Class, November 15, 2007.
- Poorani, Ali, A. & HRIM 601 students, *ING Direct Concept and Marketing Plan.* Presentation to CEO and top executives, ING Direct Headquarters, Wilmington, DE, November 26, 2007.
- *Strategic HR:* Constellation College, Toronto, Canada, August 21- 23, 2006.

- *Emotional Intelligence: The Power of Emotion in the Work Place*, Caribbean International Hospitality Conference, Montego Bay, Jamaica, April 11-16, 2005.
- *SPA Management: A tourism Product*, Caribbean International Hospitality Conference, Montego Bay, Jamaica, April 11-16, 2005.
- *US Coast Guard Career Path*, Panel Member, Washington DC. (May 26, 2004).
- *A Look at Iran's Geography and Culture*, Kennett Middle School, 6th Grade class, Kennett Square, PA, September 17, 2004.
- *A Look at Iran's Geography and Culture*, Kennett Middle School, 5th Grade class, Kennett Square, PA, September 21, 2004.
- *A Look at Iran's Geography and Culture*, Kennett Middle School, 6th Grade class, Kennett Square, PA, September 29, 2003.
- *Human Resources Planning in the Hospitality Industry*, Presented to Hospitality Business Alliance, Widener University, June 26, 2003.
- Panel Member, ARAMARK Chef Challenge, University of Delaware, Trabant Center, March 12, 2003.
- *Careers in the Hospitality Industry*, Glasgow High School, Newark, DE, May 22, 2002.
- Panel Member, Working the Expo Floor, presented to HRIM students, Smith Hall, Dec 2, 2002.
- Presentation to CMAA chapters of University of Delaware and Widener University, Vicmead Hunt Club, April 5, 2001.
- Virtual University Conference, 208 Gore Hall. Topic of presentation: Web-based Training, Feb 4, 2000.
- Poorani, A. A. and Schmidgall, R. "Changing Roles of Controllers and New Cost Controls in the 1990s," presented at the Council on Hotel, Restaurant and Institutional Education 50th Annual Conference, Washington D.C. (Moderator), August 7, 1996.
- Poorani, A. A. "Distance Learning and PBL: The Internet Link," presented at 5th Annual Conference on Problem-Based Learning in Undergraduate Science Education, Sponsored in part by an NSF Course and Curriculum Development Grant, John M. Clayton Hall Conference Center, University of Delaware, Newark, Delaware, June 10, 1996.
- Poorani, A. A. "A Case in Point: Case Analysis from Multiple Approaches," presented at Fourth Annual Wakonse-East Retreat, Sandy Hills Conference Center, Northeast, Maryland, May 1996.

- Poorani, A. A. "Etiquette and Protocol in Iran," presented at the International Etiquette and Protocol class, University of Delaware, May 1996 .
- Poorani, A. A. and Cole, R. "What Employers Teach in Food Service Purchasing," presented at the Seminar Sponsored by Department of Nutrition and Dietetics, University of Delaware, October 1993.
- Poorani, A. A. "Bed and Breakfast Development," presented at the Seminar Sponsored by Department of Nutrition and Dietetics, University of Delaware, April 1991.
- Poorani, A. A. "Hospitality Industry in the 1990's: Employment Opportunities," presented at the College of Human Resources, University of Delaware, April 1990.
- Poorani, A. A. "Individual Leadership," presented at the Seminar Sponsored by Department of Nutrition and Dietetics, University of Delaware, September, 1989.

SERVICE ACTIVITIES:

INTERNATIONAL, NATIONAL, AND REGIONAL

- Advisory Task Force, The Arc, Northern Chesapeake Region, 2020-2022. (Arc advocates for and with people with intellectual and developmental disabilities).
- **Board of Directors:** Association of Hospitality Financial Management Educators (AHFME), 2002-2010.
- **Board Member, Club Foundation,** Philadelphia and Vicinity, 2009-2023.
- **Member,** Scholarship Committee, Philadelphia & Vicinity Club Foundation, 2009-2023.
- Member, Strategic Planning Committee, International Council on Hotel, Restaurant and Institutional Education (ICHRIE), 2009-2012.
- **Board Member,** International Council on Hotel, Restaurant and Institutional Education (ICHRIE) 1995-2002.
- **Board of Directors,** New Jersey Club Foundation. 2000-2004.
- **Advisory Board & Reviewer,** Sodexo Action Learning University (2003-2005).
- Member, Hospitality Industry Professional-SIG (HIP-SIG). 2008-2017
- **Chair,** Hospitality Financial Management-SIG, 1995-1998.
- **Chair,** Committee for the Enhancement of Educational and Scholarship Funds, Club Managers Association of America, Delaware Chapter, 1994-1996.
- Member, Scholarship Golf Tournament Committee, CMAA, Delaware Chapter, 1995.
- **Chair,** Hospitality Financial Management-SIG, 1995-1998.
- **Chair,** Committee for the Enhancement of Educational and Scholarship Funds, Club Managers Association of America, Delaware Chapter, 1994-1996.
- Member, Scholarship Golf Tournament Committee, CMAA, Delaware Chapter, 1995.
- Member, International CHRIE Finance Committee (2007-2016).

- Member, Society of Franchising, 1993-2011.
- Member, Council on Hotel, Restaurant, and Institutional Education (CHRIE), 1989-2023.
- Member, Club Managers Association of America, National Chapter, 1992-2023.
- Member, Club Managers Association of America, Delaware Chapter, 1992-2023.
- Member, Society for the Advancement of Food Service Research (SAFSR), 1993-96
- Member, Association of the Hospitality Financial Management Educators, 1993-2023.
- Member, International Foundation of Employee Benefit Plans, 1990-1993.
- Member, Academy of Management, 1987-1993.
- Member, Western Academy of Management, 1987-1990.

UNIVERSITY OF DELAWARE

- Faculty Senate GEN ED Committee: 2017-2021
- Faculty Senate, 2010-15, 2017-2020
- Diversity and Equity Commission, Representing Faculty at Large, (2015)
- New Faculty & Staff Winter Fest Concierge Committee (2013)
- President's Commission to Promote Racial & Cultural Diversity, 1999-2010
- Path to Prominence Through Diversity Strategic Planning Committee, 2009-2010
- Graduate Program Reviewer, Faculty Senate Graduate Studies Committee, 2006.
- Member- Faculty Senate Graduate Studies Committee, 2002-2006.
- Member, Grievance Panel, representing the UD administration, 2000-2002.
- Chair, University's Faculty Senate, Committee on Diversity and Affirmative Action, University of Delaware, 1997-1998.
- Member, University's Faculty Senate, Committee on Diversity and Affirmative Action, University of Delaware, 1996-1997.
- Member, Faculty Senate, University of Delaware, 1994-1996.
- Member, Technology Task Force, Center for Teaching Effectiveness.

ALFRED LERNER COLLEGE OF BUSINESS & ECONOMICS:

- Lerner Diversity Council, 2018-2020.
- Lerner Faculty Senate Committee, 2018-2020
- College Promotion & Tenure Committee (2015-2017)
- College MBA Committee (2015-2017)
- Lerner, Senate Executive Committee (2012-14)
- IT Advisory Committee-2012-13.
- College Promotion & Tenure Committee, 2008-2010.
- College Graduate Studies Committee, 2008-2010

HSBM & VHEP COLLEGE:

- HSBM Chair Recruitment Committee, June- August 2019.
- Recruitment Committee, 2018, Erica Burley

- Honors Committee, 2016-2017.
- HRIM P&T Committee (2014-15)
- **Chair- Faculty Search Committee:** Finance & IT Faculty Search, leading, 2008
- Member- Grad Curriculum Review Committee
- Member HRIM Strategic Goals- Path to Prominence
- Member, P & T Committee, HRIM, 2005-2006.
- Member, CHEP College Council, 2005-2006.
- Member, CHEP Graduate Council, 2005-2006.
- Member, CHEP Leadership Doctoral Program Ad Hoc Feasibility, 2002-2005.
- Member, CHEPP College Human Subject Committee, 2001-2004.
- Chair, P & T Committee, HRIM, 2003- 2004.
- Member, P & T Committee, CHEP College, 2003-2005.
- Member, HRIM Graduate Program Committee, 2001-2003.
- Co-Chair, Search Committee, HRIM, 2003-2004.
- Co-Chaired, HRIM Advisory Board International Sub-Committee, 2002.
- Member, College Graduate Committee, 2000-2001.
- Member, Human Subjects Committee, College of Human Resources, 1994-1996.
- Member, Strategic Planning Committee, College of Human Resources, 1995- 1996.
- Chair, Multi-Disciplinary Ad Hoc Committee, 1995.
- Member, HRIM Graduate Committee, 1999-2000.
- Member, Committee for Recruitment and Retention of Minority Students, College of Human Resources, 1990-1991 & 1993-1995.
- Member, Nutrition Symposium Clinic Planning Committee, 1993.
- Member, Undergraduate Studies Committee, 1992-1993.
- Member, Faculty Search Committee, 1990, 1991, 1993, 995, 1999 and 2000.
- Observer member, Promotion and Tenure Committee, 1991-1992
- Member, Chair's Advisory Committee, 1990 & 19

STUDENT ORGANIZATIONS/RSOs:

Established and advised the following professional student organizations at UD:

- ❑ Faculty Advisor, Club Managers Association of America, 1992-Retirement.
- ❑ Advisor, Humanitarian Hospitality Society (HHS), 2007-2017.
- ❑ Advisor, Hospitality Information Management (HIM) Graduate Association- developed the constitution and its inauguration.
- ❑ Faculty Advisor, National Society of Minorities in Hospitality, 1994-1995.

CONFERENCE CONVEENER

- Poorani, A. & DeMicco, F. (2019). Scientific Editorial Board and Conference Convener, Swiss Medical Spa and Hospitality Think Tank, Chur Switzerland, June 6, 2019.

- Acting Chair, Club SIG (2018). International CHRIE Conference, Palm Springs, CA.
- ICHRIE Market Place, HIPSIG Industry Presentations (2017). Planning Committee, Session 1: BIG DATA; Session 2: *Social Media*. Baltimore.
- Poorani, A., & DeMicco, F. (2016). 9th Medical Tourism and Global Healthcare Congress: Research Summit, Washington DC, September, September 25-28.
- Poorani, A., & DeMicco, F. (2015). 8th Medical Tourism and Global Healthcare Congress: Research Summit, Orlando, FL, September 26-30.
- Poorani, A., & DeMicco, F. (2014). 7th Medical Tourism and Global Healthcare Congress: Research Summit, Washington DC, September 20-24.
- ICHRIE Market Place, Industry Presentations (2012). Planning Committee, Session 1: The truth about social media networking: It's business; Session 2: Toolkit: I didn't know it could do that. HIPSIG, Providence, Rhode Island.
- Poorani, A., & DeMicco, F. (, June 16-19, 2012). Hotels bridging Healthcare: A Conference on Hotel, Wellness and Medical Tourism. Grand Resort Bad Ragaz, Switzerland,

BUSINESS CONSULTATION:

- ARMARK, employee satisfaction, turnover, and salary and benefit, 2010.
- ING DIRECT, Café's, Chicago, Miami's pre-opening, 2009.
- Sugarfoot Fine Foods, Inc., franchising concept 2000-2009.
- Park Place Entertainment helped designed the Hospitality Academy, Atlantic City, NJ. 2003-2004.
- Consulted the Sanctuary (destination resort and spa). Kennett Square, PA. (Summer 2002).
- Consulted Rehoboth Country Club for their preparations for centennial celebration, Jan 25, 2000.
- Consulted Elk Forge Bed and Breakfast and Retreat (development and marketing).
- Consultant to Montchanin Inn, Wilmington, Delaware. Step by step development of Montchanin Inn. The project included market research; developing marketing, operating, and financial strategies; establishing growth and contingency plans; and selecting key personnel, 1994-1995.

- Consultant to Judith S. McVeigh, Dillon, Colorado. Assisted with the project financing to develop a bed and breakfast inn, 1995.
- Consultant to Carol Neuhof, The Old Stagecoach Bed and Breakfast, Jennerstown, Pennsylvania. Developed business and marketing plans, 1995.
- Regular presenter and discussant of training sessions and panels for the Club Managers Association of America, Delaware Chapter. Selected sites include, Vicmead Hunt Club, Greenville Country Club, Kennett Square Country Club and Wilmington Club.

ATTENDED VARIOUS PROFESSIONAL DEVELOPMENT ACTIVITIES:

- Frequently attend various online Webinars to keep up-to-date- **Not listed.**
- Organized UD-VA Partnership Day- Attended by Secretary of Veterans Affairs, Robert Wilkie, Delaware US Senator Tom Carper, and Vince Kane, Director, VA WMC, April 29, 2019.
- Veteran Service Officer's Meeting, VA WMC, Wilmington, DE, March 12, 2019.
- 2019, CMAA World Conference. Club-Sig, Nashville, TN, Feb 23-27, 2019.
- Pre-Activation Ceremony, VA Patient Experience Academy, STAR Campus, UD, January 17, 2019.
- A Patient-Centered Comprehensive Healthcare Seminar, UD STAR Campus, December 5, 2017.
- Delaware Healthcare Forum, Del Tech, Delaware, October 31, 2017.
- NFS VHA Funding Webinar, October 4, 2017.
- Health and Big Data Forum, University of Delaware, September 20, 2017.
- RSO Advisors Update Meeting, UD, April 2017.
- Research Presentation: Current Trends & Issues in Hospitality Tourism Journals, Fevzi Okumus, University of Delaware, March 24, 2017.
- Transforming Classroom for a New Generation of Students, Purnell Hall, UD, March 8, 2017.
- Lerner Diversity Meeting, February 23, 2017.
- Club Managers Association of America, San Diego, California, Feb 22-26, 2016
- Presentation, Balancing Sports & Tourism. Presentation by Matt Robinson, UD, December 4, 2015.
- CMAA Club Foundation & Annual Meeting, November 9, 2015.
- Presentation, Healthcare Information Exchange, UD, October 30, 2015.
- 24th Annual Chat Gratkowski Memorial Scholarship and Golf, October 19, 2015.

- Presentation, Revenue Management, Dr. Schwartz, UD, October 16, 2015.
- Easter Seals Fundraising Event, Chase Center, Wilmington, October 8, 2015.
- Faculty Advisors Meeting, Perkins, UD, October 6, 2015.
- Marriott Facility Dedication, UD, September 17, 2015.
- Graduate Student Orientation, Courtyard by Marriott, August 31, 2015.
- HRIM IT Training, Marriott, August 26, 2015.
- Virtual Testing, Visual Lab, UD, August 13, 2015.
- Lerner Alumni Award, UD, June 5, 2015.
- W. L. Gore Lecture Series, by A. Parasuraman, Roselle Center, UD, April 23, 2015.
- HRIM Career Fair, UD, March 1, 2015.
- CMAA Presentation, Building a Brand, Michael Armeli, Sandy Run CC, Philadelphia, February 17, 2015.
- Graduate Student Reception, May 29, 2014.
- HRIM Alumni Reception, Courtyard by Marriott, June 7, 2014.
- HRIM undergraduate orientation, August 25, 2014.
- Majors meeting, September 2, 2014.
- Deborah Marriott Harrison, Paul Wise Executive Speaker Series, September 25, 2014.
- Delaware Shine Hearing, UD, October 23, 2014.
- HRIM Seminar Series & Faculty Showcase.
- UD's Strategic Goals meeting
- RSO Advisors Luncheon, November 21, 2014.
- Open Hearing, Potential Partnerships: Academic Partnership, November 21, 2014.
- MerSive Solistice Conferencing Technology Session, Purnell, November 24, 2014.
- South Africa Initiative, University of Delaware, December 8 & 17, 2014.
- **Engaged graduate students in consulting activities to analyze feasibility of Prizeotel, a German Chain looking to enter the US market, to evaluate three locations in New York. Students developed market feasibility, financial feasibility and entry strategy for all three locations (Fall 2014).**
- Video Production, "*We Achieve*," With UD Instructional Technologies Department, Paul Hyde and Thomas Springs, October 25, 2013.
- Accompanies 3 Master's students to Global Medical Tourism and Wellness conference (all conference fees were waived). Students assisted:
 - Nan Jiang worked as an Intern for Medical Tourism Association
 - Jingyan Wang (Fiona): Helped at the floor and attended the conference sessions
 - Yushu Fu: Helped at the floor and attended the conference sessions
- **Summer Faculty Institute, *New Directions***, University of Delaware, May 28-30, 2013.
- **UD IT Expo:** Trabant Center, University of Delaware, October 30, 2013.
- CMAA World Conference, San Diego CA, Feb7-11 (Accompanied 11 HRIM students). Among the activities were:
 - CMAA-SIG meeting; Career Opportunities Mentoring;

- Coached HRIM students to present their Award-Winning Idea Fair, “*the Club of the future.*”
- Club Construction Management Seminar, Aronimink Golf Club, Philadelphia, PA, March 12, 2013.
- An Operation Management Perspectives on Primary Care, University of Delaware, April, 26, 2013.
- Quality Internship Programs & Club Insurance Panel, Waynesborough CC, Philadelphia, PA, October 8, 2013 (student delegate attended)
- Poorani, Ali, A. (August 2, 2012). ICHRIE Conference. Session Moderator, Providence, Rhode Island.
- Honors Luncheon, University of Delaware, April 25, 2012.
- Research Seminar, Steve Hood, Smith Travel, UD. April, 27, 2012.
- Workshop on Cultural Intelligence and Effectiveness. Lynne van Dyne, Lerner College, may 4, 2012.
- Courting Diversity, Judge Milian, Mitchell Hall, October 1, 2012.
- Student Success Retention Conference, Freedman, Trabant, October 3, 2012.
- Chaplin Taylor Presentation, Lance Shaner, Alfred Lerner, October 17, 2012.
- Big Data Conference, Analytics and Industry, Clayton Hall, October 19, 2012.

MEDIA APPEARANCES:

- Medical Tourism Summit, Keynote Speaker, May 24, 2024, Lucca, Italy
<https://www.hospitalitynet.org/file/152009208.pdf?t=1717062546>
- 2023: Spotlight: Patient Experience Academy:
<https://ats.udel.edu/2023/03/02/spotlight-va-patient-experience-academy/>
- Bridging Hospitality & Healthcare: 2022 interviews
<https://www.udel.edu/udaily/2022/december/veterans-patient-experience-academy-hospitality-healthcare/>
- Hospitality is Saving lives:
<https://www.udel.edu/udaily/2022/december/ali-poorani-veterans-affairs-patient-experience-academy-/>
- VA secretary applauds UD-VA partnership
<https://www.udel.edu/udaily/2019/may/tom-carper-robert-wilkie-veterans-affairs-patient-experience-academy-pxa/>

- UD helping Wilmington VA Medical Center: More than 20 representatives of the Wilmington VA Medical Center (VAMC) were welcomed to the University of Delaware's Tower at STAR for the VA Patient Experience Academy (PXA) pre-activation kickoff. <https://www.udel.edu/udaily/2019/march/wilmington-veterans-medical-center-patient-experience-lerner-health-sciences/>
- The University of Delaware partners with VA to improve Patient Experience Patient Experience Academy designed to bring hospitality to healthcare, March 31, 2019. <https://www.blogs.va.gov/VAntage/57852/university-delaware-partners-va-improve-patient-experience/>
- VA PXA initiation and Quick Facts: <https://www.pcs.udel.edu/patient-experience-academy/>
- HR Competencies for Restaurant Managers: <https://www.pcs.udel.edu/restaurant-hr/>
- Online HR management course offered free for Delaware restaurant staff <https://www.continuingstudies.udel.edu/cares-act-funded-restaurant-hr-class/>
- CARES Act funding for restaurant course <https://www.pcs.udel.edu/restaurant-hr-class-free-delaware-residents/>
- About Hospitality Associates for Research & Training (HART): <https://lerner.udel.edu/centers/hospitality-associates-for-research-training/>
- What our clients say: <https://www.continuingstudies.udel.edu/customized/client-comments/>
- UD Lerner MBAs improve patient outcomes: March 20, 2018 <https://lerner.udel.edu/seeing-opportunity/ud-lerner-mbas-improve-patient-outcomes/>
- HOSP300: Hospitality in Healthcare Management <https://www.va.gov/wilmington-health-care/stories/wvamc-volunteer-is-governors-outstanding-volunteer-service-award-honoree/>
- *UDaily* (July 12, 2017). Investing in human capital. Retrieved from <http://www.udel.edu/udaily/2017/july/human-capital-analytics-hospitality/>
- *Delaware Business Times* (July 13, 2017). UD hospitality professor creates new metrics for hotel industry. Retrieved from: <https://delawarebusinesstimes.com/news/ud-hospitality-professor-creates-new-metrics-hotel-industry/>
- *Lerner Blog* (June 6, 2017). *Top skills of healthcare management professionals*. Retrieved from <https://lerner.udel.edu/seeing-opportunity/top-skills-healthcare-management/>

- *International Healthcare Research Center (IHRC). Our Advisors.* Retrieved from: <http://www.healthcareresearchcenter.org/our-advisors/>
- Hospitable Hospitals: 8000 raters: 2016
<https://www.udel.edu/udaily/2016/november/patient-satisfaction-increase/>
- *Federal University of Juiz de Fora News (January 2016). American student group attends UF JF Vacations course.* Retrieved from <http://www.ufjf.br/noticias/2016/01/15/comitiva-de-estudantes-americanos-faz-curso-de-ferias-na-ufjf/>
- 2015: PXA CCHS: Workshops - HART Director Ali Poorani presents the opening session, "Leading Expectations," at the Patient Experience Academy.
<https://www1.udel.edu/udaily/2016/jul/patient-experience-academy-072215.html>
- 2015: Hospital Hospitality: Dean Weber
<https://www1.udel.edu/udaily/2015/oct/patient-experience-academy-101014.html>
- Christiana Care named Top 100 Hospital and Everest Award winner: Featuring UD PX Academy, March 9, 2015: <http://news.christianacare.org/2015/03/christiana-care-named-among-100-top-hospitals-and-one-of-17-everest-award-winners/>
- UD departments team up to help managers strengthen their service skills
<http://www.udel.edu/udaily/2015/nov/leadership-theatre-111214.html>
- Christiana Care News: Christiana Care and University of Delaware partner in Patient Experience Academy
<https://news.christianacare.org/2014/05/christiana-care-and-university-of-delaware-partner-in-patient-experience-academy/>
- Media Appearances: "Where are the Jobs?" with industry leaders at the International Council on Hotel, Restaurant and Institutional Education (ICHRIE)
<http://www.udel.edu/udaily/2014/aug/for-the-record-080213.html>
- Alfred Lerner College of Business & Economics | University of Delaware Business Briefs | May 2014 | Vol. 3 No. 11, featuring Hotels Bridging Healthcare Partnership:
<http://us5.campaign-archive1.com/?u=2ca2c5f5c5a7108a4b93671cb&id=b63ce89b3b&e=6a2f8993e8>
Also, in:
<http://www.udel.edu/udaily/2014/may/health-care-051614.html>
- Lerner Faculty Honors: 2014
http://www.udel.edu/udaily/2014/jun/lerner-faculty-awards-060614.html?utm_source=Lerner+College+Business+Briefs&utm_campaign=eec88a52de-June_2014&utm_medium=email&utm_term=0_50f60084ee-eec88a52de-

- Ali Poorani uses Waggl to get students to share their experiences and use them to sculpt classroom discussions.
<http://www.udel.edu/udaily/2014/dec/tech-classroom-poorani-121013.html>
- Invited to serve on the Board of International Healthcare Research Center of Medical Tourism Association: (see announcement below):
http://www.udel.edu/udaily/2014/oct/for-the-record-101113.html?utm_source=Lerner+College+Business+Briefs&utm_campaign=deea928fe4-October_2013&utm_medium=email&utm_term=0_50f60084ee-deea928fe4-68618897
- Hotel Management Certificate Program in Fondazione, Italy
<http://www.udel.edu/udaily/2013/feb/hrim-italy-022113.html>
- Medical Tourism Conference with UD students in Switzerland (June 2013):
<http://sites.udel.edu/businessbriefs/>
- “Awards honor exceptional teachers, advisers, mentors,” *University of Delaware Messenger*, 2012, Vol. 20, No. 2.
- For the Record, UDaily, November 16, 2012, IT Transformation Grant, Retrieved from:
<http://www.udel.edu/udaily/2013/nov/for-the-record-111612.html>
- “Exploring Hospitality: Experts speak on hotels bridging healthcare,” *UDaily*, July 16, 2012. Retrieved from: <http://www.udel.edu/udaily/2013/jul/hotels-health-care-071612.html>
- “Club Foundation Names Perdue Scholarship Recipients,” July 3, 2012. Retrieved from:
<http://www.cmaa.org/template.aspx?id=37231>
- **Hotels bridging Healthcare: A promising synergy of two worlds**
From June 17 to 18, experts met at the Grand Resort Bad Ragaz for a conference organized by the University of Delaware...
[Press Release, 22nd June 2012](#)
- “Excellent teaching, advising,” *UDaily*, May 9, 2012. Retrieved from:
<http://www.udel.edu/udaily/2012/may/excellence050912.html>
- Hotels bridging Healthcare (H2H), A conference on Hotel, Wellness and Medical Tourism Entrepreneurship. *Medical Tourism Magazine*, May 1, 2012. Retrieved from:
<http://www.medicaltourismmag.com/newsletter/78/hotels-bridging-healthcare-h2h-a-conference-on-hotel-wellness-and-medical-tourism-entrepreneurship.html>
- “Awards honor exceptional teachers, advisers, mentors,” *University of Delaware Messenger*, Vol. 20, No. 2.

- “Medical tourism, Mixed-used concept of hotels bridging healthcare gaining ground,” *UDaily*, July 15, 2011.
<http://www1.udel.edu/udaily/2012/jul/medical-tourism-071511.html>
 - [“Research initiate dialogue on smart grid technology implementation,”](#) *Professional Education News*, Spring 2011.
 - “Humanitarian Hospitality Society picks apples for Food Bank,” *UDaily*, September 20, 2010.
 - “Swiss School awards spa management certificates to HRIM students,” *UDaily*, July 23, 2010.
 - “UD Winter Session features unique study abroad experiences,” *UDaily*, March 2, 2010.
 - “ING Direct USA’s Kuhlmann to speak April 20,” *UDaily*, April 23, 2009.
 - “UD to offer new Swiss spa management certificate in 2009,” *UDaily*, June 10, 2008
 - “Continuous Learning for Leadership in the Club Industry,” *Club Managers Association of America*, 2006-2007.
 - “2005 Student Chapter of the year,” *Outlook, Club Managers Association of America*, May 2006.
 - “CMAA’s Student Members Flourished in the Fall,” *Outlook, Club Managers Association of America*, March 2006.
 - “Teaching is About to Go High-tech,” *The News Journal*, June 10, 1996.
 - “How Will Restaurants Use Genetically Altered Foods?” *Cornell HRA Quarterly*, April 1996 issue.
 - “Launching Your Dream Business: The Inns and Outs of Starting a B&B,” *Citibank Aurum*, February 1996.
 - “Tech Talk: A Paperless Classroom,” *University of Delaware Up Date*, December 12, 1996.
-