

HANIM KADER ŞANLIÖZ ÖZGEN

hksanlioz@gmail.com

Resident in Istanbul, Türkiye

Linkedin/hanim-kader-şanlıöz-özgen

ACADEMIC EXPERIENCE

- Sept. 2018 – present : Full time Asst. Professor at the Hotel Management Department
Özyeğin University School of Applied Sciences, Istanbul, Türkiye
- Sept. 2016 – June 2018 : Part time instructor at the Hotel Management Department
Özyeğin University School of Applied Sciences, Istanbul, Türkiye
- Sept. 2013 – Aug. 2016 : Full time instructor at the Hotel Management Department
Özyeğin University School of Applied Sciences, Istanbul, Türkiye

Medium of education at the Özyeğin University is English for all the courses.

Courses Rooms Division Management and Technologies Managing Revenue and Distribution Systems in Hotels Innovation and Entrepreneurship in Hotel Industry Applied Hotel Analytics

Former courses Advance Internship Senior/Industry Project

Information Technologies in Hotel Industry Total Quality Management

PROFESSIONAL EXPERIENCE

- Mar 2010 – Jul 2011 : Asst. Marketing Manager, LykiaGroup Resort Hotels, Antalya, Türkiye
- Apr 2007 – Mar 2010 : Guest Relations Manager, LykiaWorld Antalya (5*), Denizyaka, Antalya, Türkiye
- Apr 2001 – Apr 2007 : Guest Relations Manager, World of Wonders Topkapı Palace Hotel (5*), Kundu, Antalya, Türkiye
- Oct 2000 – Apr 2001 : Timeshare Executive, Naturland Ecopark & Resort (5*), Çamyuva, Antalya, Türkiye
- Mar – Sept 2000 : Reservation – reception clerk, Eurogroup Hotel Management Company, Chambéry, France
- Jan 1998 – Aug 1999 : Reception clerk, Grand Hotel Mercure İzmir (ACCOR) (5*), Türkiye
- Summer 1996 and 1997 : Reception clerk at four star hotels in Antalya and Denizli, Türkiye

OTHER ACADEMIC AND ADMINISTRATIVE EXPERIENCES

- Dec 2022 – present : EuroCHRIE Türkiye Area Consultant
- Dec 2018 – present : Internship Coordinator at the School of Applied Sciences
Özyeğin University School of Applied Sciences, Istanbul, Türkiye
- Dec 2020 – present : Field Editor for Anatolia: Turizm Araştırmaları Dergisi (Anatolia:
Journal of Tourism Research)
- Oct. 2018 – Oct. 2021 : Executive Board Member of the School of Applied Sciences
Özyeğin University School of Applied Sciences, Istanbul, Türkiye

EDUCATION

- 2012 – 2018 : Tourism Management Ph.D. Program
Graduate School of Social Sciences, Dokuz Eylül University, Izmir (*Subject: The Process of Emergence of Experience in the Hotel Businesses: Examining Customer Awareness*)
- 2009 – 2012 : Master of Business Administration
Graduate School of Social Sciences, Akdeniz University, Antalya (*Subject: Sales and Marketing Department Organization Structure in Customer-oriented Hospitality Enterprises*)
- 2003 – 2005 : Executive Master of Business Administration
Graduate School of Social Sciences, Akdeniz University, Antalya (*Subject of the project: The Importance of the Product Differentiation in the Hospitality and Theme Hotels: The Case of WOW Topkapı Palace Hotel*)
- 1999 – 2000 : IUP – Professional Tourism Institute, Tourism Department
Université de Savoie, Chambéry, France
- 1996 – 2000 : Tourism Management Department (English – French)
Faculty of Business, Dokuz Eylül University, İzmir

OTHER FEATURES

Foreign languages

English – advanced (written and spoken)

French – upper intermediate (written and spoken)

German – intermediate (written and spoken)

Software skills

MS Office programs (MS Excel, Word and Powerpoint),

Fidelio Opera Front Office and Sales- Catering Modules ProtelAir and Front Office Module (Cloud platform) EasyPMS (Elektraweb - Cloud platform)

Hotel Linkage RMS, CM, DB, RateShopper Modules MS CRM Module

Certificates

RevSim User Certificate (Russell Partnership Technology) Certificate of Hospitality Business Acumen (CHBA – Russell Partnership Technology)

Certificate of Hotel Industry Analytics (CHIA – STR-AHLEI)

Certificate of Creating Value (University of South Florida-Creating Value Alliance)

Certificate of Post-Crisis Hospitality Management

ACADEMIC PUBLICATIONS (International)

Book chapters

Şanhöz-Özgen, H. K. (2022). To Stay or Not to Stay: How to Convince the Very First Guest of a Resort Property. In S. K. Dixit & S. Piramanayagam (Eds.), *Teaching Cases in Hospitality, Tourism and Events*. New Delhi: Cabi Publishing. (forthcoming).

Şanhöz-Özgen, H. K. (2022). Tango or Acrobatics: How to Capture Info Groups' Memory. In G. Aktaş & M. Kozak (Eds.), *International Case Studies in Tourism Marketing*. Oxon: Routledge.

Şanhöz-Özgen, H. K. (2022). I Want a Brand New Car. In G. Aktaş & M. Kozak (Eds.), *International Case Studies in Tourism Marketing*. Oxon: Routledge.

Şanhöz-Özgen, H. K. (2022). Dinner on the Pier: A Reason to Return. In G. Aktaş & M. Kozak (Eds.), *International Case Studies in Tourism Marketing*. Oxon: Routledge.

Şanhöz-Özgen, H. K. & Kozak, M. (2021). The Inter-relationship between Tourist Satisfaction and Tourist Experience. How One Can Contribute to the Other? in R. Sharpley (Ed.) *The Routledge Handbook of Tourist Experience*. Oxon: Routledge.

Şanhöz-Özgen, H. K. & Kozak, M. (2021). Managing Brand Experience and Reputation in the Hotel Business, in S. K. Dixit (Ed.) *The Routledge Handbook of Tourism Experience Management and Marketing*. Oxon: Routledge.

Şanhöz-Özgen, H.K. (2016). European Quality Award Winning Companies: A Situational Analysis, in M. Kozak & N. Kozak (Ed.) *Tourism and Hospitality Management (Advances in Culture, Tourism and Hospitality Research Volume 12)* pp. 3-17. Bingley, UK: Emerald Group Publishing Limited.

Academic papers

Şanhöz-Özgen, H. K., Tekdemir, G. ve Cankat, E. (2023). Flexible to shift or transform: Effects of Covid-19 on the future anxiety of hospitality students. *Journal of Tourism Leisure and Hospitality*, 5(1). DOI: [10.48119/toleho.1200532](https://doi.org/10.48119/toleho.1200532).

Şanhöz-Özgen, H. K. & Kozak, M. (2022). Positioning five-star hotels in city destinations: The case of Istanbul, Turkey. *Tourism & Hospitality Research*. DOI: 10.1177/14673584221085704. (forthcoming).

Şanhöz-Özgen, H. K. (20XX). Excellence in Hotel Businesses: The Case of a European Quality Award-Winning Hotel. *International Journal of Business Excellence*, DOI: 10.1504/IJBEX.2021.10041327 (forthcoming; Indexed in Scopus).

Şanhöz-Özgen, H.K. & Günlü, E. (2016). Irritation or Disappointment: Host Attitudes Towards Tourism Development in Villages. *Journal of Policy Research in Tourism, Leisure and Events*, 8(3): 307-334. (**Indexed in Scopus, Web of Science, Emerging Sources Citation Index**).

Şanhöz-Özgen, H.K. & Kozak, M. (2015). Social Media Practices: Applied by City Hotels: A Comparative Case Study from Turkey, *Worldwide Hospitality and Tourism Themes*, 7(3): 229-241. (**Indexed in Scopus**).

Günlü, E., **Şanlıöz-Özgen, H. K.**, Dilek, S. E., Kaygalak, S., Türksöy, S., & Lale, C. (2015). Turkish Visitors in Armenia: Any Changes in Attitudes and Perceptions? *Journal of Tourism and Hospitality Management*, 3(1): 29-43

Academic conferences

2022 EuroCHRIE 2022

Apeldoorn, Netherlands, October 2022

Research paper: Direct online booking competence of hotels: A model proposition.

2022 MTCON'22 Conference on Managing Tourism Across Continents Antalya, Türkiye, April 2022

Research paper: Revisiting EFQM Excellence Model with a Pandemic Lens: Is It Applicable in the Hotel Industry?

Research paper: Measurement of Foreign Language Proficiency: An Analysis on Methods Applied by Five-Star Hotels

2021 MTCON'21 Conference on Managing Tourism Across Continents, Virtual, April 2021

Research paper: Instructors' Experiences of Distance Education at Universities: Tourism and Hospitality Management Programs

2020 4th International West Asia Congress of Tourism Research Çanakkale, Türkiye, October 2020

Research paper: Distance Education at the Pandemic Period: Hospitality Students' Perceptions and Recommended Solutions

2018 10th World Conference for Graduate Research in Tourism, Hospitality and Leisure, Nevşehir, October 2018

Presentation of PhD dissertation: Process of Emergence of Experience in the Hotel Businesses: Examining Customer Awareness

2016 8th World Conference for Graduate Research in Tourism, Hospitality and Leisure, Muğla, May 2016

Research paper: A New Taxonomy for the Categorization of Hotel Offerings

2014 7th World Conference for Graduate Research in Tourism, Hospitality and Leisure, Istanbul, June 2014

Research paper: EFQM Excellence Award Winning Companies: the Situation of Service Sector and Tourism (later published as book chapter by Emerald Group Publishing)

2013 International Conference: Sustainability Issues and Challenges in Tourism, Boğaziçi University, Istanbul, October 2013

Research paper: Evaluation of Sustainability in Turkish Tourism Plannings

2012 6th World Conference for Graduate Research in Tourism, Hospitality and Leisure, Muğla University, Muğla, April 2012

Presentation of the M.Sc. dissertation: Organizational Structure of the Sales-Marketing Department in Customer-Oriented Five Star Hotel

ACADEMIC AND SECTORAL PROJECTS

2021 Özyeğin University Computer Engineering Program Senior Project

HotSiM Hotel Online Revenue Management Simulation Project

2017 Tourism Development Proposal for Hüseyinli-Koçullu-Sırapınar Villages in Çekmeköy

Project conducted with senior students and submitted to Çekmeköy Municipality, Istanbul

2015 EU Leonardo de Vinci Education Program Project in cooperation with Hilton International

Research assistant - Attempt for a new internship approach and pursuit of students' performances and relations