

DINA MARIE V. ZEMKE, Ph.D., RPA, CHE, LEED Green Associate

Education: **UNIVERSITY OF NEVADA, LAS VEGAS (2003)** Las Vegas, NV
Ph.D., Hospitality Administration
Dissertation: The effect of ambient scent on social interactions and affiliation behaviors.
Available through *Dissertation Abstracts International*, 64 (8), pg. 2987 (UMI No. 3102468).

UNIVERSITY OF MINNESOTA (1990) Minneapolis, MN
M.B.A., Operations Management

CORNELL UNIVERSITY (1985) Ithaca, NY
B.S., Hotel Administration

Academic experience:

BALL STATE UNIVERSITY, August 2019 to present
Miller College of Business, Department of Management
Associate Professor of Residential Property Management

UNIVERSITY OF NEVADA, LAS VEGAS, August 2012 to July 2019
William F. Harrah College of Hospitality; Department of Resorts, Gaming & Golf Management
Assistant Professor

JOHNSON & WALES UNIVERSITY – CHARLOTTE, December 2008 to June 2012
The Hospitality College; Associate Professor

CORNELL UNIVERSITY, July 2005 to December 2008
School of Hotel Administration; Assistant Professor

UNIVERSITY OF NEW HAMPSHIRE, August 2003 to May 2005
Whittemore School of Business and Economics, Department of Hospitality Management
Assistant Professor

Selected recent publications:

- Zemke, D. V., Tang, J., Raab, C., & Kim, J. (conditionally accepted). How to build a better robot...for quick service restaurants. *Journal of Hospitality and Tourism Research*. [Refereed]
- Joe, S-J., Kim, J., & Zemke, D. V. (in press). Effects of social influence and entertainment value on kiosk acceptance with a moderating role of gender. *International Journal of Hospitality and Tourism Administration*. [Refereed]
- Zemke, D. V., Zhong, Y.Y., & Raab, C. (2019). Measuring the esoteric: Hotel design quality. *Property Management*, 37(1), 97-114. [Refereed]
- Zemke, D.V., Raab, C., & Wu, K. (2018). How does hotel design contribute to property performance? *International Journal of Contemporary Hospitality Management*, 30(2), 919-938. [Refereed]
- Zemke, D.V., Chen, Y., Raab, C., & Zhong, Y.Y. (2017). Hotel design's influence on guest satisfaction and behavioral intentions. *Anatolia: An International Journal of Hospitality and Tourism Research*, 28(3), 338-350. [Refereed]
- Mazurenko, O., Zemke, D.V., Lefforge, N.L., Shoemaker, S., & Menachemi, N. (2015). What determines the patient experience? Exploring the patient, clinical staff, and management perspectives. *Journal of Healthcare Management*, 60(5), 332-346. [Refereed]
- Zemke, D.V., Neal, J., Shoemaker, S., & Kirsch, K. (2015). Hotel cleanliness: Will guests pay for enhanced disinfection? *International Journal of Contemporary Hospitality Management*, 27(4), 690-710. [Refereed]
- Zemke, D. (2018). *Managing the Built Environment in Hospitality Facilities (2nd ed.)*. Dubuque, IA: Kendall Hunt Publishing.

Selected work in progress:

- Zemke, D. V., Meyer, S., Kroeze, C., & Buenger, E. Working title: How can the hospitality industry better serve guests with dementia? The general review paper will be submitted to the *International Journal of Contemporary Hospitality Management*, June 2020.
- Zemke, D. V., Bergman, C., Bungum, T., & Buenger, E. Working title: Is there a relationship between an open kitchen floorplan and obesity? Data collection completed November 2019; will submit paper to *Environment & Behavior*, August 2020.
- Peralez, J., & Zemke, D. V. Working title: Emotional labor in the RPM industry. Will submit paper to *Journal of Property Management*, June 2020.

Recent invited presentations:

- Zemke, D. V. (2019). *Partnerships between industry and academia can be fruitful*. 2019 ISSA North America, Las Vegas, NV, November 20, 2019.
- Belarmino, A., & Zemke, D. V. (2019). *Hotel housekeeping challenges and solutions*. 2019 ISSA North America, Las Vegas, NV, November 19, 2019.

Select white papers/sponsor reports:

- Zemke, D.V., & Kim, Y-S. (2016). *Sustainable Meeting and Event Practices: The State of the Industry*. Study conducted for the Events Industry Council Sustainability Initiative (formerly, Green Meeting Industry Council). Report is available at: www.eicsustainability.org/page/EducationResources
- Zemke, D.V. & Garner, V. (2016). Water consumption, measurement, and reporting – moving toward a unified metric in the meetings and events industry. Prepared for the GMIC as part of the *Sustainable Meeting and Event Practices: The State of the Industry* study.
- Zemke, D.V. & Garner, V. (2016). Carbon measurement in the meetings and events industry: The need for clear and consistent reporting. Prepared for the GMIC as part of the *Sustainable Meeting and Event Practices: The State of the Industry* study.

Teaching at Ball State University:

PMGT 305 Maintenance for Managers
PMGT 330 Apartment Financial Management
PMGT 369 Internship
PMGT 375 Simulation in RPM
PMGT 425/535 “RPM Project”
PMGT 435 Trends and Issues in RPM
FCS 595 Independent Study
CRPR 698 Creative Project

Other service – non-University:

- Journal of Hospitality and Tourism Research, Editorial Review Board. Member (2015 – present)
- National Apartment Association (NAA) – member since 2019
- Institute of Real Estate Management (IREM) – member since 2019
- Association of Energy Engineers – member since 2016
- US Green Building Council – member since 2012

Recent grants/contracts:

- International Executive Housekeepers Association (2019)
- Green Meeting Industry Council (2015-16)
- MountainView Hospital (2013-2014)
- UNLV/DQI/Hilton Worldwide/CBRE study (2013 – present). Examines hotel design and its relationship with property performance and customer satisfaction.