

A. PERSONAL DATA

Name : **DR. AHMAD RASMI ALBATTAT**
Nationality : Jordanian
Marital Status : Married (Four Children)
Corresponding Address : Post Graduate Centre,
Management and Science University
Shah Alam, 40100, Selangor, Malaysia
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Contact : (Mobile) +601 95 95 44 99



B. ACADEMIC QUALIFICATIONS

PhD in Hospitality Management,

Sustainable Tourism Research Cluster, School of Housing, Building and Planning, University Sains Malaysia, Malaysia (2016)

“Disaster and Emergency Planning and Preparedness in the Jordanian Hotel Industry”

Master in Tourism,

Faculty of Tourism and Hotel Management, Yarmouk University, Jordan (2011)

B.Sc. in Hotel Management,

Jordan Applied University College of Hospitality and Tourism Education, Jordan (2008)

Higher Diploma in Hotel Accommodation Management,

Ammon Training Collage, AlBalqa’ Applied University, Jordan (1994)

C. WORKING EXPERIENCES

Designation	Institution	Period
Assistant Professor, Post Graduate Coordinator (Hospitality, Events, Tourism)	Postgraduate Center, Management and Science University, Selangor, Malaysia	Oct 2018 - Now
Visiting Professor and External Examiner	Medan Academy of Tourism (Akbar Medan), Indonesia.	Aug 2018 – Now
Assistant Professor	Hotel Management, Ammon Applied University College, Amman, Jordan	Sep 2017 – Sep 2018
Senior Lecturer, Research Coordinator	School of Hospitality & Creative Arts, Management and Science University, Selangor, Malaysia	Sep 2015 – Aug 2017
Tutor Unpaid Voluntary Job	Postgraduate Student Association, International Office, University Sains Malaysia, Penang, Malaysia	Sep 2012 –Aug 2015
Graduate Research Assistant	Sustainable Tourism Research Cluster University Sains Malaysia, Penang, Malaysia	Sep 2012 –Aug 2015
Deputy Manager, Front Office Manager	Jordanian Holiday Center Hotel Apartments, Amman, Jordan.	Nov 1995 - Aug 2012

D. SPECIALIZATION/RESEARCH INTERESTS

- ECONOMICS, BUSINESS AND MANAGEMENT
 - TOURISM AND HOSPITALITY – EMERGENCY PLANNING AND PREPAREDNESS
 - TOURISM AND HOSPITALITY – DISASTER PLANNING AND PREPAREDNESS
 - TOURISM AND HOSPITALITY – CRISIS MANAGEMENT
 - TOURISM AND HOSPITALITY – TOURIST BEHAVIOUR
 - TOURISM AND HOSPITALITY – TOURISM AND HOTEL MANAGEMENT

- SOCIAL SCIENCES
 - HUMAN RESOURCE MANAGEMENT

E. COURSES TAUGHT IN HOSPITALITY & TOURISM MANAGEMENT

Institution: Postgraduate Centre, Management and Science University, Selangor, Malaysia		
Program	Courses Taught	Period

<ul style="list-style-type: none"> • Master in International Hospitality and Tourism Management • Master in International Business • Master in Fashion Business • MBA • Master in Fashion Business • BA Hospitality & Tourism Management • BA Culinary Arts • BA Leisure Management • BA Event Management 	<ul style="list-style-type: none"> • DRS5053 Research Methodology. • HRS30103 Research Methods for Hospitality and Tourism. • BRS30103 Advance Research Methodology. • VRS30103 Research Methodology for Fashion • DRS5066 MBA Final Research Project. • HRS20903 Management Research for Service Industry. • HRS20803 Research Methods for Service Industry. 	2018-2021
Institution: Ammon Applied University College, Amman, Jordan		
Program	Courses Taught	Period
<ul style="list-style-type: none"> • BA Hotel Management • BA Event Business Management 	<ul style="list-style-type: none"> • Managing House Keeping Operations • Security and Loss Prevention Management • Event Planning and Design 	2017-2018
Institution: School of Hospitality & Creative Arts, Management and Science University, Selangor, Malaysia		
Program	Courses Taught	Period
<ul style="list-style-type: none"> • BA Hospitality & Tourism Management • BA Leisure Management • BA Public Relations • BA Culinary Arts • BA Fashion • BA SPA 	<ul style="list-style-type: none"> • HMG20403 Strategic Management for Service Industry. • HMG20203 Strategic Management • HRS20903 Management Research for Service Industry. • HRS20403 Management Research • VMK20403 Marketing Research • HEM21003 Current Issues in Hospitality & Tourism. • HRS20803 Research Methods for Service Industry. • HHT20203 Customer Service in Hospitality. • HLS21403 Contemporary Issues in Leisure and Outdoor Management • HRS20203 Hospitality Tourism Research Methods • HHT20903 Purchasing and Cost Control • HHR20203 Human Resource Management for Service Industry • HHR20403 Human Resource Management for SPA • HSP20703 Current Issues in SPA Treatments Industries • HMK20403 Hospitality Marketing • MPU2263U3 Time Management • PEC201 Oral Communication Skills 	2015-2017

Institution: International Office, University Sains Malaysia, Penang, Malaysia		
Short courses in selected development programs	<ul style="list-style-type: none"> •Communication Skills. •English Development. •International Cultures. •Public Speaking 	2012-2015

F. ACADEMIC ASSOCIATION

1. Professional Member for Asia Pacific Institute of Event Management (APIEM), E-mail: contact@theapiem.com.
2. Member of the Association of North America Higher Education International (ANAHEI.org).
3. Editorial Board member, Academy of Strategic Management Journal (ASMJ), Allied Business Academies (SCOPUS Q3)
4. Editorial Board of Journal of Global Business Insights (JGBI) (<https://scholarcommons.usf.edu/globe/>).
5. Member of Jordan Society for Scientific Research (JSSR), Telefax: +96265166683, E-mail: sfsrjo@yahoo.com.
6. Editorial Board Member for International Conference (ICENW-2021) Emerging New World (Engineering, Management & Technology, Pharmacy, Hotel Management), 26-28th July, 2021, KC Group of Institutions, Nawanshaha, India
7. International Advisory Member: ICMCER-2021 "2nd International Conference on Multidisciplinary and Current Educational Research (ICMCER-2021)" on 23rd & 24th January 2021. organized by Mahachulalongkornrajavidyalaya University (MCU), Ayuttaya, Thailand.
8. Advisory Committee, International Conference on Business, Management, Social and Economical Advancements, Research Culture Society & University of the State Fiscal Service of Ukraine, Department of International Economics, 17-18 October, 2020.
9. Advisory Committee, Virtual International Conference on Emerging Trends in Online Learning and Global Challenges in Higher Education Framework post COVID-19, Career College, Govindpura, BHEL, Phopal, India, 17-18 June 2020.

10. Technical & Review Committee Online International Conference on Science, Technology, Engineering & Management (ICSTEM), May 30, 2020, Virtual/Online Conference
11. Prestige Member of International Innovative Scientific & Research Organization, (IISRO) Multi Conferences, Membership ID: 2012 – 1166.
12. Advisory/Review Committee Member for International Conference on Smart Systems and Inventive Technology (ICSSIT 2020), 20-21, August 2020, Francis Xavier Engineering College, Tirunelveli, Tamil Nadu, India.
13. International Advisory Committee for 1st International Conference on Multidisciplinary and Current Educational Research (ICMCER – 2020), 30-31 July 2020, Mahachulalongkornrajavidyalaya University, Ayuttaya, Thailand.
14. Reviewer for Journal of Tourism Management (ELSEVIER_SCOPUS Q1) ISSN: 0261-5177 (ISI Indexed Journal, Impact Factor 4.707).
15. Reviewer for Journal of Hospitality Marketing & Management (JHMM) Taylor & Frances group (SCOPUS Q1) ISSN: 1936-8631 (ISI Indexed Journal, Impact Factor 0.847).
16. Reviewer for International Journal of Hospitality Management (SCOPUS Q1) ISSN: 0278-4319 (ISI Indexed Journal, Impact Factor 4.465).
17. Reviewer for Current Issues in Tourism (CIT) Routledge – Taylor and Frances group (SCOPUS_Q1) ISSN: 1368-3500 (ISI Indexed Journal, Impact Factor 0.958).
18. Reviewer for Asia-Pacific Journal of Innovation in Hospitality and Tourism (APJIHT) – Springer (SCOPUS_Q4) ISSN: 2289-1471.
19. Reviewer for Asia Pacific Journal of Tourism Research (RAPT) Taylor & Francis Group (SCOPUS_Q1) ISSN: 1094-1665 (ISI Indexed Journal, Impact Factor 0.566).
20. Reviewer for Journal of Islamic Marketing (JIMA) Emeralds (SCOPUS_Q2) ISSN: 1759-0833.
21. Reviewer for International Journal of Economics and Management (IJEAM). Universiti Putra Malaysia (SCOPUS_Q3) ISSN: 1823836X (ISI Indexed Journal, Impact Factor 0.13).
22. Reviewer for Disasters Journal (SCOPUS_Q1) ISSN: 0361-3666 (ISI Indexed Journal, Impact Factor 1.255).

23. Reviewer for AlmaTourism, Journal of Tourism, Culture and Territorial Development, University of Bologna, Italy (Thomson Reuters Index).
24. Reviewer for Journal of Critical Review (SCOPUS_Q4) E-ISSN:2394-5125.
25. Editorial Board for International Journal of Tourism and Sustainable Community Development, Imus Institute of Science and Technology, Imus, Philippines.
26. Editorial board of the Journal of Tourism & Sports Management (JTSM), Taiwan.
27. Editorial Board for the International Institute of Academic Research & Publications
28. Editorial Board for Journal of International Interdisciplinary Business-Economics Advancement.
29. Editorial Board for Ottoman: journal of tourism and management research, Sinop Turkey.
30. Editorial Board for International Journal of Advanced Multidisciplinary Scientific Research (IJAMSR).
31. Editorial Board for International Review of Humanities & Scientific Research, ISSN: 2519-5336.
32. Editorial Board for International Journal of Multidisciplinary Research and Publication (IJMRAP).
33. Team member for Innovation, Research and Development (phdsite), Bengaluru, Karnataka, India.
34. Scientific Committee for International Academic Research Conference on Business, Economics, Management, Social Sciences and Humanities, Academic Triangle for International Conferences (ATIC), Kuala Lumpur, Malaysia February 15–16, 2017.
35. Scientific Committee for the International EMI Entrepreneurship and Social Sciences Congress, Nicosia, Cyprus, April 27-29, 2018.
36. Reviewer for 1st international conference on tourism's role in sustainable community development "impact of tourism on community development and sustainable livelihood" Camp Benjamin, Alfonso, Cavite, The Philippines, Imus Institute of Science and Technology, City of Imus, Cavite, The Philippines, February 17-19, 2016.

37. Reviewer for International Conference on Humanities 2016 (ICH 2016), School of Humanities, Universiti Sains Malaysia, 22-23 December 2016, Penang, Malaysia.
38. Technical Reviewer for the 1st International Conference on International Conference Sustainability, Technology and Business (ICSTB 2018) organized by Edusage Network will be held on 27-28 October 2018 at Novotel Melaka, Melaka, Malaysia.
39. Advisory Committee for International Conference on Smart Systems and Inventive Technology (ICSSIT2018), Francis Xavier Engineering College, Tamil Nadu, India.
40. Executive exco-member of Academic division “Hospitality and Tourism” under the school of Housing, Building, and planning (HBP) Postgraduate Student Association programme for the academic year 2014-2015.
41. Member of Tourism Educators Association of Malaysia (TEAM).
42. Reviewer for Journal of Business Management and Administration Research (JBMA), ISSN: 2329-2954.
43. Editorial Board for International Review of Management & Business Research (IRMBR), ISSN 2307-5953.
44. Reviewer for Çankırı Karatekin University Journal of the Faculty of Economics and Administrative Sciences (JFEAS), ISSN: 1308-5549.
45. Professional Member of International Society for Development and Sustainability (ISDS), Membership ID: M171128.
46. Editorial Board for the Standard International Journals (SIJ).

G. SUPERVISION OF THESES

Principal Supervisor - PhD Students (Management and Science University)

1. Syamsu Indra, PhD (Title: The Impact of Promotion Service Quality and Brand Image towards Customer Loyalty at Dr. Moh. Hoesin General Hospital and Charitas Hospital in Palembang). **Completed 2019**
2. Chathura Dhanushka Wijesekara Jayawardena, PhD (Title: Digital Tourism: Technology Adoption Perspective in Hospitality Sector in Sri Lanka). **In Progress**

3. Chenzhe Xue, PhD (Title: Achieving Sustainable Tourism Development by Exploring Life Satisfaction of Local Senior Residents in Tourism Destinations). **In Progress**
4. Abdulaziz Jabur Murjia Buasbikha, PhD (Title: Professional Polanization and its Relation to Job Satisfaction Excellence Among Managers Administration in Industrial Companies, Applied Study on Arabian Gulf oil Company in Benhazi Libya). **In Progress**
5. Safwan Khaled Ali Bishr, PhD (Title: Critical Success Factors of Civil Participation in the National Security and Anti-Terrorist in Libya). **In Progress**
6. Fathi Mohammed Amhimmid Alabid, PhD (Title: The Role of Financial Planning as Mediator Variable on the Relationship between Natural Resource Governance and Good Decision). **In Progress**
7. Alfred Fernandez, PhD (Title: Impacts of the Commercial Aviator Industry in the ASEAN Region with Thailand as the ASEAN Chair). **In Progress**
8. Fathmath Nazuhath, PhD (Title: Green Marketing Towards Sustainable Tourism; Emerging Opportunities and Challenges-The Case of Maldives) **In Progress**
9. Dinesh Abeywickrama, PhD (Title: Theoretical and Emperical Study on Diction Makers Trust on Virtual Promotions: Special Reference to Sri Lankan Hi-Tech Companies) **In Progress**
10. Idham Fahumy, PhD (Title: Community Based Tourism in Maldives) **In Progress**
11. Aminath Adhala Rasheed, PhD (Title: To Study the Association of Performance Appraisal, Performance Management and Training and Development) **In Progress**
12. Zafar Imam Khan. PhD (Title: Knowledge Management Factors and it's Implication on Organizational Performance, Organizational Commitment, Organizational Culture, and It's Effectiveness in the Hospitality Industry of Dubai: A Quantitative Study) **In Progress**
13. Kottaduwa Gamage Thushendra Jayasekera. PhD (Title: Impact of Knowledge Management to Customer Retention in Travel Agencies in Sri Lanka) **In Progress**

14. Kumbakage Susantha Perera. PhD (Title: Change Management in Travel & Tourism Industry) **In Progress**
15. Tara Ahmed Mohammed. PhD (Title: The Implication of Branding on the Hotel Industry and its Impact on Consumer Behaviour When Making a Decision) **In Progress**
16. Gangodawilage Chethana Pavithrani Dabare. PhD (Title: Consumption and Sustainable Marketing Practices in Tourism and Hospitality Industry in Sri Lanka) **In Progress**
17. Ali Mohamed Ali Akasha. PhD (Title: The Moderating Effect of Perceived Risks on the Impact of Tourism Marketing on the Attracting Local Tourist with as in the Central Region of Libya) **In Progress**
18. Chong Chu Chen. PhD (Title: Determinants of Successful Disaster Planning Strategies for Construction Industry in Malaysia) **In Progress**
19. Ahmed Mohamed Mohamed Ibrahim, PhD (Title: Organizational Governance Critical Success Factors an Application Study for Organizational Governance Impact on Projects Performance). **In Progress**
20. Jegatheswary A/P Tamilmany, PhD (Title: The Covid-19 Pandemic is A Situation Unparalleled for the Tourism and Hotel Industry in Malaysia). **In Progress**
21. Sharon Uthaman, PhD (Title: Single Working Mothers Experience of Raising their Dependent in Malaysia - Competing Employment, Parenting Demands & Ambition). **In Progress**
22. Rita Lo, PhD (Title: Food Retails' Engagement on E-Wallet as Determinant Factors for Consumer Continuous Intention to Use E-Wallet in Malaysia). **In Progress**

Co- Supervisor - PhD Students (Management and Science University)

1. Shazra Ibrahim, PhD (Title: Impact of Halal Tourism on the Economy of Maldives). **In Progress**
2. Omar Mukhtar Mosbah Abozed, PhD (Title: The Impact of Human Resources Information System on the Relationship between Human Resource Management and Employees Performance, Field Study Bank). **Completed 2020**

3. Mufida Ali Masoud Abdalla, PhD (Title: Technical Education and Private Vocational Training Policy: A Case Study Libya, Tripoli, Compared to Malaysia). **In Progress**
4. Fathmath Muna, PhD (Title: The Factors Affecting to Recruitment and Selection Practice on Performance of Public Service Sector in Maldives). **In Progress**
5. Hisain Alfituri Muftah Eltraiki, PhD (Title: The Role of Management Information System and Technology and its Impact on the Effectiveness Administrative Performance). **In Progress**
6. Mohamed Othman Ali Ishnaf, PhD (Impact of Legal Limitation on Pillars of Compulsory Enforcement in Libya). **Completed 2020**
7. Muniera Khalifa Almabrouk Aldiga, PhD (Title: Protection of Certain Groups (Children – Women) from War in Libya Among International Humanitarian Law (IHL)). **In Progress**
8. Mahmoud Mohamed Mohamed Elsallabi, PhD (Title: A Research on Increasing the Effectiveness of Internal Control System in Relation to Operational Risk of Libyan Commercial Banks. **In Progress**
9. Abdalkrim Saleh Abdalaziz, PhD (Title: The Effect of Human Resource Practices on Employees Performance Through Mediation of Employees' Satisfaction (Study on Libyan Banks). **In Progress**
10. Hossam Sayed Hussein Mostafa, PhD (Title: Development of A Facilities Management Framework for Operation and Maintenance of an Education Industry- Saudi Arabia). **In Progress**
11. Jihad Yunus Al Maslamani, PhD (Title: The Impact of Telecom Operators' Adoption of Modern Technologies "Study on Modern Technologies and Telecom Management in Saudi Arabia"). **In Progress**

Principal Supervisor - Master Students (Management and Science University)

1. Khoo Wei Wen, MSc (Title: Determinant of Millennials Retention in Malaysia's Hotel Industry through Technology). **In Progress**
2. Mohamed Ali Ramadan Akhlif, MSc (Title: Antecedent of Employee Engagement and Its Impact on Job Satisfaction and Organization Commitment among Civil Aviation Employees in Libya). **In Progress**

3. Hajer Ibrahim Mohamed Aljaibi, Msc (Title: The Impact of Brand Image on Purchase Intention among Gen Y Females in Libya) **In Progress**
4. Khandoker Al Zisan, MSc (Experiential Learning in Hospitality and Tourism Education: Preparing Graduates for Hospitality Industry) **In Progress**
5. Nurul Fadhillah Binti Ahmad Fakhry, Msc (Title: A Study on Consumer Acceptance of Mobil Payment Towards Food and Beverages Industry in Klang Valley) **In Progress**
6. Sultan Ali Shanableh, MSc (Title: Adopting and adapting the Global Best Practices in the Field of Developing Services and government Service Centres in Jordan) **In Progress**
7. Zahia Hanim Zainal Abidin, MSc (Title: Factors Influencing E-Commerce Adoption Among Travel Company in Malaysia) **In Progress**
8. Denisha A/P Vasudevan, MSc (Title: Impact of Service Quality on Tourist Satisfaction and Loyalty in Hotel Industry) **In Progress**
9. Mohammad Asyraf Mahdzir, MSc (Title: Visitor Experience at Sunway Lagoon Water Park, Bandar Sunway, Selangor) **In Progress**
10. Muhamad Shafwan Shafie, MSc (Title: Ensuring Customers Satisfaction and Marketing Factors According to 8Ps Towards Mamak Restaurants in Selangor, Malaysia) **In Progress**
11. Fiona Naqiah Mustapha, MSc (Title: Critical Success Factors of Commercialization in Malaysian Government Research Institutes) **In Progress**
12. Vivian Shon, MSc (Title: Customer Satisfaction and Loyalty: Case Study of Restaurants in Klang Valley) **In Progress**
13. Nur Amieera Sofea Jasmin, MSc (Title: A Study on Food Safety Knowledge, Attitude and Practices Among Supermarket Customers in Malaysia) **In Progress**
14. Nur Khaliesah Jumar, MSc (Title: The Effect of Fast-Food Consumption Habits in Daily Basis Towards University Students in Malaysia) **In Progress**
15. Nur Zahirah Mohamad Dzaraby, MSc (Title: The Relationship between push and pull factors that influence International Tourists to Revisit Malaysia) **In Progress**

16. Nurul Atiqah Mohamad Zamri, MSc (Title: Consumers Perception of Coffee Effect of Health Benefits for Coffee Consumption Among Young People in Klang Valley) **In Progress**
17. Nurshuhada Aliyyah Jefri, MSc (Title: Determinants of Consumer Purchase Intention of Malaysia's Traditional Food among Millennials in Selangor) **In Progress**
18. Nurfarzana Ridzduan, MSc (Title: The Impact of Internal service Quality on Job Satisfaction and Productivity: A Study on Food and Beverage Industry Within Kuala Lumpur) **In Progress**

Co- Supervisor - Master Students (Management and Science University)

1. Ismail Omar Ashour, MSc (Title: Influential Factors in the Selection of Islamic Banks by Customer (An Applied Study on the Customers of Islamic Banks in Libya). **Completed 2020**
2. Fong Chin Mun, MSc (Title: Exploring High Turnover of Nurses within Healthcare Services and Interventions to Improve Retention in Malaysia). **In Progress**
3. Fadzilah Binti Fuad, MSc (Title: The Implication of Depression towards Employee Management in Public Sector). **In Progress**
4. Nagi Hamd Saleh Hamd, MSc (Title: The Impact of Applying Corporate Governance Standard on the Quality of Accounting Information: An Empirical Study on the Libyan Commercial Banks). **Completed 2020**
5. Nuria Suliman Abdulali Abdulali, MSc (Title: Obstacles to Implementing of International Accounting Standards on Oil Sectors in Libya). **In Progress**
6. Norazlin Binti Abdullah, MSc (Title: The Impact of Cyberbullying in Malaysian Entertainment Industry). **In Progress**
7. Mohd Hafiezam Bin Abdullah Amri, MSc (Title: Raising Minimum Wage Being the Solution for Resolving High Cost of Living in Malaysia). **In Progress**
8. Syed Faisal Bin Syed Abu Bakar, MSc (Title: Improvement Procurement Process in Giant Malaysia (Supply Chain). **In Progress**
9. Amir Asyraf Bin Zainudin, MSc (Title: Customer's Acceptance on the Air Asia's First Digital Airline in the World for the Company's Point of view). **In Progress**

Principal Supervisor - MBA (Management and Science University)

1. Zuraini Binti Ibrahim, MBA Global Marketing (Title: Factors that Influence the Intention on Wasiyyah Among the Muslim Community in Klang Valley). **Completed 2020**
2. Liyana Bt Che Laidin, MBA (Title: Inflight Meals Service Attributes to Customer Satisfaction and Customer Loyalty in Commercial Airline Industry). **Completed 2020**

Co- Supervisor - MBA (Management and Science University)

1. Shaiful Hisham Sharuddin, MBA (Title: Comparative Study between Investment Account based on Profit and Loss Sharing Contracts and Deposit Account: A Case Study of Bank Islam) **Completed 2020**

H. EXAMINATION OF THESES

External Examiner of Theses

No.	Research Title	Candidate	Thesis	Year
1.	A Study on Relationship between Drama Intervention and Employability of Professional College Students	Ritesh Batra, Sharda University, Greater Noida, India	PhD in Management	2018

I. JOURNAL PUBLICATIONS

Status of citations in Google Scholar as of January 6th, 2021:

Citations 447, h-index 8, i10-index 6.

ORCID ID: <http://orcid.org/0000-0002-3127-4405>

Thomson Reuters: ResearcherID: R-3755-2018

SCOPUS Author ID: 57079095000

1. Tara, Ahmed; **Albattat, Ahmad**; Jacqueline, Tham (2020) The Mediating Effect of Customer Attitude towards Perceived Luxury Value and the Intention to Stay at Luxury Hotels. Palarch's Journal of Archaeology of Egypt/Egyptology, 17(9), ISSN 1567-214x

2. Nuria, Abdally; S. M. Ferdous, Azam; **Albattat, Ahmad** (2020) Obstacles to Implementing of International Accounting Standards on Oil Sectors in Libya. *Palarch's Journal of Archaeology of Egypt/Egyptology*, 17(9), ISSN 1567-214x
3. Tara, Ahmed; **Albattat, Ahmad**; Jacqueline, Tham (2020) The Moderating Impact of Customer Demographics on the Customer attitude and the Intention to Stay at Luxury Hotels. *Palarch's Journal of Archaeology of Egypt/Egyptology*, 17(9), ISSN 1567-214x
4. Shufri, Johari; **Albattat, Ahmad**; Aiman Afiq, Azmi, Nur Aliyatussyahira, Kamaruddin (2020) The Loyalty Towards Halal Food Among Non-Muslim Students in MSU Shah Alam. *Journal of Halal Studies*, 1(2), Pp64-74.
5. Nurul Farah Izzah Zailani; **Albattat, Ahmad**; Ahmad Shahir, Aiman Hazim, Muhammad Afiq, Zikry (2020) Precedents of Consumer's Chocolate Halal Brand Purchase Intention Among MSU Students. *Journal of Halal Studies*, 1(2), Pp54-63.
6. Juliana, Salehudin; **Albattat, Ahmad**; Nurul Asyikin, Saipun Rozman, Nur Nabihah, Mohd Razak (2020) Malaysian Heritage Halal Food: Awareness Among MSU Student in Shah Alam. *Journal of Halal Studies*, 1(2), Pp75-86.
7. Nuria, Abdally; S. M. Ferdous, Azam; Albattat, Ahmad (2020) The International Accounting Standards Implementation Obstacles in Libyan Oil Companies, *International Journal of Multidisciplinary Research and Publications (IJMRAP)*, Volume 3, Issue 6, pp. 53-59.
8. Hajer, Aljaibi; **Albattat, Ahmad**; Jacqueline Tham (2020) Consumers Behaviour, Social Media Engagement, and Impulsive Purchase Influence among Libyan females: Literature Review. *International Journal of Multidisciplinary Research and Publications (IJMRAP)*, Vol. 3, Iss. 6, pp. 27-33.
9. Tara, Ahmad; **Albattat, Ahmad**; Jacqueline, Tham (2020) Theory of Planned Behavior and the Intention to Stay in Luxurious Hotels. *International Journal of Multidisciplinary Research and Publications (IJMRAP)*, Volume 3, Issue 5, pp. 38-42.
10. **Albattat, Ahmad**; Azizul, Jamaludin; Nini Shaliza, Zurahmi; Marco Valleri (2020) Visit Intention and Destination Image in Post-Covid-19 Crisis Recovery. *Current Issues in Tourism*. **Vol. Iss.** ISSN: 1747-7603, DOI: 10.1080/13683500.2020.1842342 (SCOPUS Q1)
11. Jayawardena, Chathura; **Albattat, Ahmad** & Jaharadak, Adam (2020) The Leadership and Technology Acceptance perspective of Digital Transformation in Sri Lankan Hotels: A pilot study. *Solid State Technology*, 63 (2s). ISSN 0038-111X. (SCOPUS Q4)

12. Omar Almuktar Mosbah Abuzed; Suha Fouad Salem; **Albattat, Ahmad** (2020) Impact of human resource practices on the human resource information system Evidence from Libyan commercial banks. *International Journal of Creative Research Thoughts (IJCRT)*, 8(9), 3901-3908, ISSN: 2320-2882.
13. Ismail Omar, Ashour; **Albattat, Ahmad**; S. M. Ferdous, Azam (2020) The Impact of Religiosity, Service Quality and Perception on the Libyan customer preferences. *International Journal of Scientific & Technology Research*, 9(9). ISSN 2277-8616. (SCOPUS Q3)
14. Fathmath, Muna; S. M. Ferdous, Azam; **Albattat, Ahmad** (2020) Recruitment and Selection Practices in the Maldivian Civil Service Organization. *International Journal of Scientific & Technology Research*, 9(9). ISSN 2277-8616. (SCOPUS Q3)
15. Ali Akasha; **Albattat, Ahmad**; Jacqueline Tham (2020) The Moderating Effect of Perceived Risks on The Impact of Tourism Marketing on the Attracting Local Tourists in the Central Region of Libya. *International Journal of Scientific & Technology Research*, 9(8). ISSN 2277-8616. (SCOPUS Q3)
16. Khaled Alsardia; Mohammad Al-Laymoun; **Albattat, Ahmad** (2020) The Efficiency of Hospitality Experiential Education from Hotel Industry Perspectives. *International Journal of Innovation, Creativity and Change*, 13(12). ISSN 2201-1323. (SCOPUS Q2)
17. Ali Akasha; **Albattat, Ahmad**; Jacqueline Tham (2020) The Impact of Tourism Marketing on the Attracting Local Tourists in the Libyan Central Region. *International Journal of Scientific & Technology Research*, 9(7). ISSN 2277-8616. (SCOPUS Q3)
18. Akasha, Ali, **Albattat, Ahmad** & Tham, Jacqueline (2020) The Effect of Tourism Marketing on Attracting Local Tourists in the Central Region of Libya, Perceived Risks as a Moderator. *Journal of Critical Reviews*, 7 (14), 254-264. doi:10.31838/jcr.07.14.44 (SCOPUS)
19. Azar, Ali; **Albattat, Ahmad** & Kamaruddin, A. (2020) The Effectiveness of Hospitality Experiential Learning from Academic and Industry Perspectives. *Journal of Critical Reviews*, 7 (12), 296-301. doi:10.31838/jcr.07.12.56 (SCOPUS)
20. Jayawardena, Chathura; **Albattat, Ahmad** & Jaharadak, Adam (2020) Synthesis of Digital Transformation Beyond Technology Perspective: Digital Strategy, Leadership & Culture. *Journal of Critical Reviews*, 7 (10), 349-357. ISSN 2394-5125. doi:10.31838/jcr.07.10.74. (SCOPUS).
21. Fathmath Muna; S. M. Ferdous Azam; **Albattat, Ahmad** (2020) Factors Affecting Recruitment and Selection Practice on Performance of Civil Service

- Organization in Maldives. *International Journal of Scientific & Technology Research*, 9(5). ISSN 2277-8616. (SCOPUS Q3).
22. **Albattat, Ahmad**; Jacqueline Tham; S. M. Ferdous Azam (2020) Service Quality and Tourist Satisfaction from Selected Museums in Kuala Lumpur: National Museum and Music Museum. *International Journal of Scientific & Technology Research*, 9(4). ISSN 2277-8616. (SCOPUS Q3)
 23. S. M. Ferdous, Azam; Jacqueline, Tham; **Albattat, Ahmad** (2020) Psycho-social Perspectives of Knowledge Sharing and Job Performance in Malaysia: Conceptual Articulation. *International Journal of Scientific & Technology Research*, 9(4). ISSN 2277-8616. (SCOPUS Q3)
 24. Jacqueline, Tham; **Albattat Ahmad**; S. M. Ferdous, Azam (2020) The Effectiveness of National Museum Kuala Lumpur as a Platform to Promote Malaysian Culture & Heritage. *International Journal of Scientific & Technology Research*, 9(4). ISSN 2277-8616. (SCOPUS Q3)
 25. Nurul Farah Izzah, Zailani; **Albattat, Ahmad**; Azizul, Jamaludin; Geok Peng, Wi; Farhana Nadia, Ramli (2020) Tourist Satisfaction towards Service Quality in Zoo Negara, Kuala Lumpur. *International Journal of Scientific & Technology Research*, 9(4). ISSN 2277-8616. (SCOPUS Q3)
 26. Dalilah, Md Salleh; **Albattat, Ahmad**; Nur Hafify Shazwani, Rosli; Theana, Nesamani; Wan Hamisah, Wan Hassan (2020) The Preferences of Potential Tourists in Utilizing Travel Agencies and Travel Application. *International Journal of Scientific & Technology Research*, 9(3). March 2020 Edition. ISSN 2277-8616. (SCOPUS Q3)
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26. **AlBattat, Ahmad**; AinShamimi, Arifin; Sarwana, Arifuddin; Karthik, Ravi; Alfred Hendricks (2016) Service Quality and Customer Satisfaction of Budget Hotel: A Case Study of De Palma Hotel Shah Alam, Malaysia. International Conference on Humanities 2016 (ICH 2016), USM, 22-23 Dec. 2016, Penang, Malaysia.
27. **AlBattat, Ahmad**; Nurfateha Assyikin Adil; Nurul Atiqah Abdullah; Razali Ibrahim (2016) The impact of complaint handling on customer satisfaction in budget hotels. Social Sciences Postgraduate International Seminar (SSPIS 2016), USM, 15 Dec. 2016, Penang, Malaysia.
28. **Albattat Ahmad**; Razali Ibrahim; Roshayani Abd Raof; Nur Atiqah Nasruddin; Yang Syazwani Mat So’od (2016) The Characteristics of Guest Needs in Budget Hotel Section 13, Shah Alam, Selangor. In: 7th International Academic Consortium for Sustainable Cities Prosperous Urban Living (IACSC 2016), 5-6 September 2016, Universiti Sains Malaysia, Pulau Pinang, Malaysia.
29. AbuKhalifeh, A.; **Albattat, Ahmad**; Kassim, A (2016). Quality in Human Resource Practice – A Request for Hotel Industry Development. Poster presentation. In: International Conference on Sustainable and Inclusive Governance @ Pangkor Dialogue 2016. 4 September 2016 at Aman Jaya Convention Center, Casuarina @ Meru Hotel Ipoh, Perak, Malaysia.
30. Kassim, A; **Albattat, Ahmad**; Siti Ruhani, Hassan; NurFadzela, Mohd (2016) Customer Satisfactions and Customer Loyalty in Spa Industry: Cases From Muslimah SPA Concept, Shah Alam, Malaysia In Asia-Pacific CHRIE Conference ApacCHRIE2016, 11-13 May 2016, Dusit Thani Bangkok Hotel, Bangkok, Thailand.
31. **Albattat, Ahmad**; Ahmad Puad, Mat Som; Kassim, A (2016) Emergency Planning Barriers to the hotel industry: the case of Jordan. In Asia-Pacific CHRIE Conference ApacCHRIE2016, 11-13 May 2016, Dusit Thani Bangkok Hotel, Bangkok, Thailand.
32. **Albattat, Ahmad**; Norsyafadhilah, Hj. Saidin; Bounar, Steven Bonior; Mohd, ‘Abid Jasman (2016) Visitors Satisfaction on Service Quality of National Botanical Garden, Shah Alam. In: The International Social Science and Tourism Research Conference (ISSTRC 2016). 20-21 April 2016, UNISZA, Terengganu, Malaysia.

33. **Albattat, Ahmad**; Leong, Ti Fong; Nurul Raziqin, Mohd Radzif (2016) Exploratory Study on Forest Research Institute Malaysia (FRIM) Awareness Among Local and Foreign Tourists. In: The International Social Science and Tourism Research Conference (ISSTRC 2016). 20-21 April 2016, UNISZA, Terengganu, Malaysia.
34. Anis Ehsannur Fitri; **Albattat, Ahmad**; Karen Fernandez (2016) Local Tourist's Motivation to visit Pulau Perhentian, Terengganu. In proceedings of the 1st International Conference on Tourism's Role in Sustainable Community Development, 17 – 19 February 2016, Imus Institute, City of Imus, Cavite, the Philippines.
35. Shree Bavani; Noor Fizilah Lehsius; Jum'adi Sangka; **Albattat Ahmad**; Kassim, A; Razali Ibrahim (2015) Visitor Satisfaction of Kanchong Darat Homestay, Selangor – A Case Study. In: 5th International Symposium 2015 on Emerging Trends and Challenges in Multidisciplinary Research, 7-8 December 2015, South Eastern University of Sri Lanka, Oluvil, Sri Lanka.
36. Siti Rosyidah Mat Romli; **Albattat Ahmad**; Kassim, A; Razali Ibrahim (2015) Determining Visitors' Satisfaction in Theme Parks: A Case from Kuala Lumpur, Malaysia. In: 5th International Symposium 2015 on Emerging Trends and Challenges in Multidisciplinary Research, 7-8 December 2015, South Eastern University of Sri Lanka, Oluvil, Sri Lanka.
37. Irna Darini Amir; Nur Shuhada Nik Muhammad; **Albattat Ahmad**; Kassim, A; Razali Ibrahim (2015) Awareness of Management and Science University Students towards Traditional Dances in Sarawak, Malaysia. In: AGBA's 12th World Congress, Advances in Global Business Research, Vol. 12 (1), ISSN: 15499332, 16-18 November 2015, University of Malaysia Pahang, Pahang, Malaysia.
38. Abukhalifeh, Alaa; Mat Som, Ahmad; **Albattat, Ahmad** (2015) Dineserv: A Tool for Measuring Service Quality in Hotel Restaurants A Case Study of Four- and Five-Star Hotels in Jordan. In Proceedings of International Conference on Natural Resource Tourism and Service Management (ICNTS2015), 14–16 April 2015, The Promenade Hotel, Kota Kinabalu, Sabah, Malaysia.
39. **Albattat, Ahmad**; Mat Som, Ahmad (2015) Barriers impede successful planning in Jordanian hotels. In Proceedings of International Conference on Natural Resource Tourism and Service Management (ICNTS2015), 14–16 April 2015, The Promenade Hotel, Kota Kinabalu, Sabah, Malaysia.
40. **AlBattat, Ahmad** & Mat Som, A. (2015). *Response and Recovery from Disasters: The Case of Hospitality Industry*. In: Post Graduate Research Colloquium (PGRC2015), 28 Jan 2015, Dewan Persidangan PBP, School of Housing, Building and Planning, Universiti Sains Malaysia, Pulau Pinang, Malaysia.

41. **Albattat, Ahmad** & Mat Som, Ahmad (2014). *Emergency Preparedness of Hotel Industry: The Case of Jordan*. In Proceedings of Post Graduate Conference on Built Environment (PGCBE2014), Dewan Persidangan University, 22-24 December 2014, University Sains Malaysia, Pinang, Malaysia. (ISI Index)
42. **Albattat, Ahmad** & Mat Som, Ahmad (2014). *Vulnerable hotels to emergencies: did we learnt the lesson*. In Proceedings of Post Graduate Conference on Built Environment (PGCBE2014), Dewan Persidangan University, 22-24 December 2014, University Sains Malaysia, Pinang, Malaysia. (ISI Index)
43. **Albattat, Ahmad** & Mat Som, A. P. (2014). *Disaster Preparedness of Hotel Industry Abroad: A Comparative Analysis*. In Proceedings of the 4th International Conference on Tourism Research (4ICTR), The Pacific Sutera, Sutera Harbour Resort, 9–11 December 2014, Kota Kinabalu, Sabah, Malaysia. *SHS Web of Conferences*, 12, 01012. DOI: 10.1051/shsconf/20141201012. (ISI Index)
44. **Albattat, Ahmad**; Mat Som, A. P., & Abukhalifeh, A. (2014). *Emergency Management for Disasters in Malaysian Hotel Industry*. In Proceedings of the 4th International Conference on Tourism Research (4ICTR), The Pacific Sutera, Sutera Harbour Resort, 9–11 December 2014, Kota Kinabalu, Sabah, Malaysia. *SHS Web of Conferences*, 12, 01064. DOI: 10.1051/shsconf/20141201064. (ISI Index) (Best paper award).
45. **Albattat, Ahmad** & Mat Som, Ahmad (2014). *When hazards meet vulnerability: the need for emergency planning in Hotels*. In Proceedings of National Research & Innovation Conference for Graduate Students in Social Sciences (GS-NRIC2014), Corus Paradise Resort Port Dickson, 5-7 December 2014, Negeri Sembilan, Malaysia.
46. **Albattat, Ahmad** & Mat Som, A. (2014). *Proactive Emergency Planning: Lessons for Malaysia's Hospitality Industry*. In proceedings of International Conference on Tourism and Development: Growth and Diversity, Centara DuangTawan Hotel, Chiang Mai, Thailand, 29-30 August 2014.
47. **AlBattat, Ahmad** & Mat Som, A. (2014). *Emergency Planning and Disaster Recovery in Malaysian Hospitality Industry*. In: Proceedings of the 5th Asia-Euro Conference in Tourism, Hospitality & Gastronomy 2014, Taylor University, Subang Jaya, Selangor, Malaysia, 19-21 May 2014. (SCOPUS) (Best paper award).
48. **AlBattat, Ahmad** & Mat Som, A. (2013). *Hospitality Emergency Management and the Dirty Twelve*. In: Proceedings of the 3rd Regional Conference on Tourism Research 'Innovation & Optimisation of Tourism Research', City Bayview Hotel, Kuah, Langkawi, Malaysia, 29-31 October 2013.
49. **AlBattat, Ahmad** & Mat Som, A. (2013). *Impact of the Arab Spring on the tourism industry in Malaysia*. In: Research Seminar of Ministry of Higher

Education 2013 - Social sciences and humanities, EDC Hotel, University Utara Malaysia, Kedah, Malaysia, 2-3 July 2013.

50. **AlBattat, Ahmad** & Mat Som, A. (2013). *Emergency Management and Loss Prevention in the Hotel Industry*. In: Proceedings of the 3rd Advances in Hospitality and Tourism Marketing & Management Conference, The Grand Hotel, Taipei, Taiwan, 25-30 June 2013.
51. **AlBattat, Ahmad** & Mat Som, A. (2013). *Job Satisfaction and Turnover Crisis in Malaysia's Hospitality Industry*. In: Proceedings of International Conference on Tourism Development, "Building the Future of Tourism", G. Hotel, Penang, Malaysia, 4-5 February, 2013.
52. **AlBattat, Ahmad** & Mat Som, A. (2013). *Mobley's Model Application for Malaysian Hospitality to Overcome Turnover Crises*. In: Proceedings of the 1st CHREST International Conference 2013 "Labour Market Transformation and Human Resource Development", Cititel Mid Valley Hotel, Kuala Lumpur, Malaysia, 8-9 January 2013.

M. ONLINE ARTICLE PUBLICATION

1. **Albattat, Ahmad**; Ahmad Puad, Mat Som (2019, July 31) Emergency Preparedness – How Jordanian Hotels manage Safety and Security. Emergency-live. Retrieved from <https://www.emergency-live.com/stories/ems-in-the-world/emergency-preparedness-how-jordan-hotels-manage-safety-and-security/>
2. **Albattat, Ahmad** (2019, July 10) Emergency Planning and Preparedness in the Hotel Industry. InTraders. Retrieved from <https://www.intraders.org/news/ot/emergency-planning-and-preparedness-in-the-hotel-industry/>

N. WORKSHOPS PUBLICATION

1. **AlBattat, Ahmad** & Abukhalifeh, A. (2012). *Developing human resources in the Jordanian hotels and restaurants*. In: The Human Resource Management in Hotel Sector workshop, Faculty of Hotel and Tourism, Yarmouk University, Irbid, Jordan, 5 April 2012.

O. ORGANIZATIONS AND COMMITTEES

1. Organizing Committee and Event member for *HBP cultural day*, 25 April 2014, School of Housing, Building and Planning, University Sains Malaysia, Penang, Malaysia.

2. Event Member for *USM 2014 International Cultural Viesta*, 18-20 April 2014, Health Campus, University Sains Malaysia, Kelantan, Malaysia.
3. Team Member of *USM English Talent Development Programme for Rajabhat University, Thailand*, May 2014, International Office, University Sains Malaysia, Penang, Malaysia.
4. Guest speaker at *Team talk 2014: you're not alone*, in conjunction with 5th Asia-Euro 2014 conference in Tourism, Hospitality, and Gastronomy. 19-21 May 2014, Taylor`s University, Lakeside, Malaysia.
5. Organizing Committee for *5th USM International Postgraduate Al-Quran Competition (IPQC 2014)*, 16 July 2014, International Office, University Sains Malaysia, Penang, Malaysia.
6. Organizing Committee for *Post Graduate Conference in Build Environment (PGCBE2014)*, 22-24 December 2014, University Sains Malaysia, Penang, Malaysia.
7. Project Co-Director, Organizing Committee for *USM International Week 2014*, 14-17 October 2014, International Office, University Sains Malaysia, Penang, Malaysia.
8. Instructor for *USM English Talent Development Programme*, October 2014, International Office, University Sains Malaysia, Penang, Malaysia.
9. Committee member of the *1st USM International diabetes workshop*, September 2014, School of Pharmaceutical Science, University Sains Malaysia, Penang, Malaysia.
10. Organizing committee for *Postgraduate Research Colloquium PGRC2015*, 28 Jan 2015, School of Housing Building and Planning, University Sains Malaysia, Penang, Malaysia.
11. Secretariat and Rapporteur for *International Conference in Natural Resources, Tourism, and Services Management ICNTS 2015*, 14-16 April 2015, the Promenade Hotel, Kota Kinabalu, Sabah, Malaysia.
12. Organizer for *International food day*, 18th May 2015, School of Housing Building and Planning, University Sains Malaysia, Penang, Malaysia.

13. Executive Officer of *School of Housing, Building and Planning Postgraduate Association (HBPPA)*, 2014-2015 Session.
14. Organizing Committee for **5th USM International Postgraduate Al-Quran Competition (IPQC 2014)**, 23-25 May 2015, International Office, University Sains Malaysia, Penang, Malaysia.
15. Project Co-Director, Organizing Committee for **AFLES 2015 (Asian Future Leadership Summit)**, 23 July – 3 August 2015 (AKEPT, UiTM, USM, PSU), International Office, University Sains Malaysia, Penang, Malaysia.
16. Project Co-Director, Organizing Committee for **2nd APA-PSA 2015 2nd annual summit of Asia-Pacific Alliance for Postgraduate Student Associations 2015 for Leadership and Community Work**, 25 - 28 August 2015 (USM, UUM), International Office, University Sains Malaysia, Penang, Malaysia.
17. Technical Session Chair in **5th International Symposium 2015 on Emerging Trends and Challenges in Multidisciplinary Research**, 7-8 December 2015, South Eastern University of Sri Lanka, Oluvil, Sri Lanka.
18. Guest Speaker for: the **1st International Tourism Academic Forum**, 14-17 December 2015, Achmad Tahir Hotel, Medan Tourism Academy, Medan, Indonesia.
19. Technical Session Chair in the **1st International Social Sciences and Tourism Research Conference**, 20-21 April 2016, UNISZA University, Terengganu, Malaysia.
20. Moderator in: **14th APacCHRIE 2016 Conference**, 11-13 May 2016, Dusit Thani Hotel, Bangkok, Thailand.
21. Keynote Speaker for: the **2nd International Tourism Academic Forum**, 28-30 November 2017, Achmad Tahir Hotel, Medan Tourism Academy, Medan, Indonesia.
22. Plenary Speaker for the **International Conference on Occupational Safety and Environmental Health (iCOSHE)**, 25 November 2019, Performing Art Theater, Management and Science University, Malaysia.
23. Lecturer in the joint **International Training Course** between University of Mosul, Iraq and Management and Science University, Malaysia about “Using Methodology in the Thesis and Research”, 2nd May 2020, <https://www.youtube.com/watch?v=wd5QEY6N7yY&feature=youtu.be>

24. International Expert Speaker, **2nd Tradepreneur Academic Platform Southampton UK, International Conference (Webinar)**, 6th June 2020.
25. Speaker, Tradepreneur Global Academic Platform Southampton (UK) International Conference 2020 “Women Empowerment in Various Sectors” (ICWVS-2020)

P. HONORS AND AWARDS

1. **USM Fellowship Scheme 2014-2015**, Institute of Postgraduate Studies, University Sains Malaysia, Penang, Malaysia. APEX (1002/JHEA/ATSG/4001)
2. **Student Ambassador – Jordan 2014-2017**, Institute of Postgraduate Studies, University Sains Malaysia, Penang, Malaysia.
3. **Vice President, Post Graduate Association PSA-USM 2014-2015** for external affairs
4. **2012-2015 Ministry of Higher Education-Malaysia (MOHE-KPT) Graduate Research Assistant**, Sustainable Tourism Research Cluster, University Sains Malaysia. Tourism Planning (1001/PTS/8660013)
5. **2005-2008 Ministry of Planning and International Cooperation-Jordan Fellowship**, Jordan Applied University College of Hospitality and Tourism Education.
6. **1991-1993 Ministry of Education-Jordan Fellowship**, Ammon Training Collage.
7. **Best paper award (Hospitality Research)** 5th Asia Euro conference 2014 in Tourism, Hospitality and Gastronomy. Creating Opportunities Through Innovation: The Future of Tourism and Hospitality in Asia 19-21 May 2014, Taylor`s University Lakeside Campus, Malaysia.
8. **Best paper award (Student Presenter)** 4th International Conference on Tourism Research (4ICTR), The Pacific Sutera, Sutera Harbour Resort, 9–11 December 2014, Kota Kinabalu, Sabah, Malaysia.
9. **Best paper award (Youth Conference)** 15th APacCHRIE Conference 2017 “Future of Hospitality and Tourism: Opportunities Challenges”. 31st May – 3rd June 2017, Nusa Dua, Bali, Indonesia.

10. **Best Presenter Award** 2nd International Conference on Business, Tourism and Technology (2nd ICBTT2018). 5-6 May 2018, King Green Hotel, Melaka, Malaysia.

Q. ATTENDANCE, PARTICIPATION and TRAINING PROGRAMS,

1. Participating in online course “nCOVID-19 Awareness and Prevention Program” Conducted by Apollo MedSkills, April 14, 2020, Certificate No. AMS1058457.
2. Participating in online course “COVID-19 (Coronavirus) Awareness”, from eHotelier Academy, April 1, 2020, ID: 15780057.
3. Certificates of Teaching Skills: *Assessment Part 2*, (Module 8) (31 Jan, 1 & 7 February 2019), Training Room, Level 19, Management Tower, Management and Science University, Shah Alam, Malaysia.
4. Certificates of Teaching Skills: *Assessment Part 1*, (Module 7) (29 & 30 January 2019) Training Room, Level 19, Management Tower, Management and Science University, Shah Alam, Malaysia.
5. Certificates of Teaching Skills: *Instructional Delivery*, (Module 6) (25 Jan, 28 January 2019), Training Room, Level 19, Management Tower, Management and Science University, Shah Alam, Malaysia.
6. International Delegate in the World Tourism Conference 2016 ‘Tourism Delights: Delivering the Unexpected’. 17-19 October 2016, Penang, Malaysia.
7. Certificates in Teaching Skills: *GEMS & KLAS 2* (8-9 January 2016), CEDEC training room, Level 14, Management Tower, Management and Science University, Shah Alam, Malaysia.
8. Certificates in Teaching Skills: *Assessment Tool Development* (4-5 December 2015), CEDEC training room, Level 14, Management Tower, Management and Science University, Shah Alam, Malaysia.
9. Certificates in Teaching Skills: *Industrial Delivery* (30-31 October 2015), CEDEC training room, Level 14, Management Tower, Management and Science University, Shah Alam, Malaysia.

10. Certificates in Teaching Skills: *Teaching & Learning Resources & KLAS 1* (16-18 October 2015), CEDEC training room, Level 15, Management Tower, Management and Science University, Shah Alam, Malaysia.
11. Certificates in Teaching Skills: *Implementation & Validation of Tools* (9-10 October 2015), CEDEC training room, Level 15, Management Tower, Management and Science University, Shah Alam, Malaysia.
12. *Training workshop for Guide to Getting Published by Emerald Publication* (14 April 2017), Library training room, Management and Science University, Shah Alam, Malaysia.
13. *Training workshop for The Smart Way to Write Your Paper & Get it Published* (5 May 2017) SGS Seminar Room, Management and Science University, Shah Alam, Malaysia.
14. Attended *Knowledge Symposium on Tourism Satellite Accounts 'Measuring Tourism's Contribution to Jordan's Economy'* March 22, 2018, Holiday Inn, Amman, Jordan.
15. *Training workshop for the certification in Hotel Industry Analytics (CHIA)* (21 May 2014), Taylor University, Selangor, Malaysia.
16. *Workshop on Occupational Safety and Health*, (2013). University Sains Malaysia, Penang, Malaysia.
17. *Workshop on writing for high impact publication: "improving the success rate"* (2012). School of Housing, Building, and Planning, University Sains Malaysia, Penang, Malaysia.
18. *Fidelio system for Hotel Management* (2009) Jordan Applied University, Collage of Hospitality and Tourism education, Amman, Jordan.
19. Training program in *Reception and concierge* (2005). Jordan Hotel Association, Amman, Jordan.
20. Attended the Seminar on *Managing Cultural Tourism: Issues and Challenges* (21 May 2015), University Sains Malaysia, Penang, Malaysia.

21. Participated in the *Post Graduate Research Colloquium* (2-4 September 2013), School of Housing, Building and Planning, University Sains Malaysia, Penang, Malaysia.
22. Attended the *Know Your Market to grow your Market- India and Russia Seminar*, (2012). USAID Jordan Tourism Development Project II (Siyaha), Amman, Jordan.
23. Attended *Taking Jordan`s Tourism Industry into the Digital Age, Mastering Social media to boost booking conference*, (2011). USAID Jordan Tourism Development Project II (Siyaha), Amman, Jordan.
24. Attended *the Know Your Market to grow your Market- USA Seminar*, (2011). USAID Jordan Tourism Development Project II (Siyaha), Amman, Jordan.
25. Attended *the Online Payment Gateway for Tourism Industry Seminar*, (2010). USAID Jordan Tourism Development Project II (Siyaha), Amman, Jordan.
26. Attended *the Potentials of Developing Sustainable Community- Based Tourism in Regions Prone to Droughts and Desertification: The Case of Northern Badia in Jordan* (6th-7th April 2009), Yarmouk University, Irbid, Jordan.
27. Attended *the Tourism, Heritage and Cultural Change in the Middle East and North Africa Region (MENA)* (4th-7th April 2009), Amman, Jordan.
28. Attended *the Annually Hospitality Forum Exhibition* (2004-2012).
29. Attended *the cold & hot beverage International Exhibition* (CHBIX 2010).
30. Attended *the Dead Sea Scripts Seminar*. (2009)

R. SUPERVISION OF STUDENT PROJECTS

1. Mohd Ruslan & Aminul Hafiz Al-Husna, BA (Hons), October 2015 (Title: Evaluating the Culture of Local Football Club Supporters)
2. Bounar Bonior & Mohd Jasmian, BA (Hons), October 2015 (Title: Visitor Satisfaction on Service Quality of National Botanical Garden, Shah Alam)
3. Anis Azmi, BA (Hons), October 2015 (Title: Local Tourist`s Motivation at Pulau Perhentian, Terengganu)

4. Irna Amir & Nur Shuhada Muhammad, BA (Hons), October 2015 (Title: Awareness of MSU Students Towards Traditional Dances in Sarawak)
5. Shree Bavani, Noor Fizilah Lehsius & Jum'adi Sangka, BA (Hons), October 2015 (Title: Visitor Satisfaction of Kanchong Darat Homestay, Selangor – A Case Study)
6. Liyana Asmara, Nur Aainaa Bakri & Nur Syazwani Norzaman, BA (Hons), October 2015 (Title: The Awareness of Baba Nyonya Food Amongst Culinary Arts Students in MSU)
7. Mohd Nazli Nawi, BA (Hons), October 2015 (Title: Determining the Fascad of Food Outlet in District of Shah Alam That Influence Perception and Satisfaction of Consumers)
8. Siti Rosyidah Romli, BA (Hons), October 2015 (Title: Determining Visitors' Satisfaction in Sunway Lagoon Theme Park, Kuala Lumpur, Malaysia)
9. Mohd Maulana, Muhammad Ibrahim & Ahmad Wahab, BA (Hons), October 2015 (Title: The Factors of Food Intake Among MSU Students in Study Performance)
10. Leong Ti Fong & Nurul Raziqin Radzif, BA (Hons), October 2015 (Title: Exploratory on Forest Research Institute Malaysia (FRIM) Awareness Among Local and foreign Tourists)
11. Sarwana Arifuddin, Karthik Ravi Alfred Hendricks, BA (Hons), February 2016 (Title: Service Quality and Customer Satisfaction of Budget Hotel: A Case Study of De Palma Hotel Shah Alam)
12. Roshayani Abd Raof, Nur Atiqah Nasruddin & Yang Syazwani Mat So'od, BA (Hons), February 2016 (Title: Characteristics of Guest Needs in Budget Hotel Section 13, Shah Alam, Malaysia)
13. Nur Amira Idris & Yasmin Ibrahim, BA (Hons), February 2016 (Title: Critical Success Factor Based on Customer Satisfaction of Budget Hotel in Section 7, Shah Alam)
14. Hanif Amer, BA (Hons), February 2016 (Title: Backpackers' Expectation and Satisfactions Towards Budget Hotel: A Case Study of Georgetown, Penang)
15. Alyaa' Jais, BA (Hons), February 2016 (Title: Online Guests Review Regarding Customer Satisfaction: Case Study of the Budget Hotels, Shah Alam, Selangor Darul Ehsan)

16. Mohd Syazrien Sadeli, BA (Hons), February 2016 (Title: Budget Hotel: Factor that Influence Customer Choice)
17. Nurfateha Adil & Nurul Atiqah Abdullah, BA (Hons), February 2016 (Title: The Impact of Complaint Handling on Customer Satisfaction in Budget Hotels: Online Review)
18. Nurfadzela Mohd & Siti Ruhani Hassan, BA (Hons), February 2016 (Title: Customer Satisfaction and Customer Loyalty in SPA Industry: Cases from Muslimah SPA Concept, Shah Alam, Malaysia)
19. Masdahlia Mohdar Norhidayati Solihan, BA (Hons), June 2016 (Title: The Impact of Online Marketing in Travel Agency)
20. Wong Wenn Shing, BA (Hons), June 2016 (Title: Cameron Highland as a Highland Resort Destination Main Attraction Tea Plantation and Horticulture)
21. Ahmad Pitra & Nishalini Mahendran, BA (Hons), June 2016 (Shariah Compliant Hotel: Identifying its Service Quality on Muslim Customers)
22. Raja Nur Nazhatul Shima & Nurhasni Hashim, BA (Hons), June 2016 (Green Practices in Hotel Industry, A Case Study of Three Star Hotels in Shah Alam)
23. Mohamad Fadhil Hasanuddin & Muaz Roslan, BA (Hons), June 2016 (Rural Tourism Destination: Tourist Satisfaction on Service Quality, Case Study on Homestay Banghuries, Sepang, Selangor)
24. Nursyafiqah Mohamad & Nurfaezah Johar, BA (Hons), June 2016 (Success Factors of Homestay Kg. g. Hj. Dorani, Sungai Besar, District of Sabak Bernam, Selangor)
25. Loh Li Xia, BA (Hons), June 2016 The Role of Marketing Mix on Customer Loyalty in Hotel Industry: Case Study on Hotels in Section 7, Shah Alam, Selangor)
26. Syahnur Azrina Kee Charles & Emelin Anak Seli, BA (Hons), June 2016 (The Experiences of Foreign Students Studying Abroad (Malaysian and Non-Malaysian))
27. Aida Hasifah Abdul Majid, BA (Hons), June 2016 (Customer Perspectives on Service Quality Provided by Malaysian Low-Cost Airlines)
28. Putra Alif Kadar & Nur Syamim Mansor, BA (Hons), June 2016 (The Effectiveness of National Museum Kuala Lumpur as a Platform to Promote Malaysian Culture Heritage to the International Local Tourist)

29. Nurain Mohemad, Nurulameera Zainal & Siti Aisyah Abdullah, BA (Hons), June 2016 (Destination Image, Tourist Expectation and Travel Satisfaction, Case Study: Putrajaya)
30. Noor Farah Arman, Nurulain Elmi & Sairah Ahmad, BA (Hons), June 2016 (The Impact of Employee Performance and Employee Satisfaction in Hotel Service Industry. Case Study: Acappella Suite Hotel)
31. Nurul Lyana Nordin; Siti Jamaliah Mohd Jamal, BA Hons), September 2016 (Generation Y's Perception Towards Travel Mobile Application. A Case Study of School of Hospitality and Creative Arts Students in Management and Science University)
32. Fitriani Sainuddin; Nor Atikah Md Samari; Umi Anis Balqis Roslan, BA (Hons), September 2016 (Students Satisfaction Towards Food Quality at Cinnamon Café in MSU, Shah Alam)
33. Nur Izzah Youp; Nur Adibah Nabila Mohd nor, BA (Hons), September 2016 (Service Quality and Toursit Satisfaction from Selected Museums in Kuala Lumpur. Case study: National Museum and Music Museum)
34. Tamil Arasi Paniandi; Alfieyouna Alexander; Vinod Balekrisnan, BA (Hons), September 2016 (Marketing Mix and Destination Image, Case Study: Batu Caves as a Religious Destination)
35. Nor Aini Madian; Nor Farah Azreen Abd Ghafar, BA (Hons), September 2016 (Success Factors of Homestay case study in Teluk Ketapang, Kuala Terrengganu, Terrengganu)
36. Amirul Hakim Roslan; Nor Haslinda Borhanudin; Nur Ashikin Ibrahim Lim Eng Poo, BA (Hons), February 2017 (Determining Customer Satisfaction Towards Service Quality Dimention, Case Study: AirAsia)
37. Fatin Afiqah Rahman Mainun; Farahani Ghazuddin; Syaza Munirah Adnan, BA (Hons), February 2017 (Management and Science University as Educational Institution of Choice Among International Students)
38. Muhammad Haikal Hamdan; Nur Izzaty Mohd Nasir; Okta Sambeta, BA (Hons), February 2017 (Contribution of Experiential Learning in Hospitality Programme and Industrial Training)
39. Toly Christine Antonisamy; Sharmini Gunaseelan; Khoo Wei Wen, BA (Hons), February 2017 (The Role of Experiential Learning in Hospitality and Tourism Course: Perception from Students, Lecturers and Industry Professionals Case Study of Management and Science University.

40. Deana Zafiera Ghazali; Nailah Norrizan; Maisarah Amzah, BA (Hons), February 2017 (Factors Affecting Customer Loyalty Towards Airlines Industry: Case Study of Malaysia Airlines).

S. REFEREES

1. **Prof. Dr. Badaruddin Mohamed**, Prof., Head, Sustainable Tourism Research Cluster, School of Housing, Building and Planning, Universiti Sains Malaysia. Email: profbadar@gmail.com, Contact: (Mobile) +60-194431894, (Off.) +604-653 2833
2. **Prof. Dr. Ahmed Paud Mat Som**, Prof., Dean, Faculty of Applied Social Science, University Sultan Zainal Abidin, Malaysia. Email: puadms@unisza.edu.my, Contact: (Mobile) +601123656715
3. **Prof. Dr. Abdelmajeed Rjoub**, Assoc. Prof., Al Al-bait University, Jordan. Email: abdelmajeedrjoub@gmail.com, Contact: (Mobil) +962779525000
4. **Prof. Dr. Tareq Hashem**, Assoc. Prof., Isra University, Jordan. Email: tareqhashem1975@yahoo.com, Contact: (Mobil) +962795707612