

Karen Pei-Sze Tan

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EDUCATION

Ph.D.

Aug 2019 – Present (Presidential Fellow)

Aug 2016 – Jul 2019 (University Fellow)

Department of Tourism and Hospitality Management, Temple University, Philadelphia, P.A., U.S.

Major: Business Administration with a concentration in Tourism Management

M.Bus (By Research)

Jul 2001 – Jun 2003

Nanyang Technological University, Singapore

Major: Tourism Management

B.Bus (with Honors)

Jul 1998 – Jun 2001

Nanyang Technological University, Singapore

Major: Hospitality & Tourism Management

CERTIFICATES

Fox Online Teaching Certificate

Earned 2019

Department of Online & Digital Learning, Fox School of Business, Temple University

Ph.D. Teaching Academy

Earned 2018

Center for Innovation in Teaching and Learning, Fox School of Business, Temple University

STR Certification in Hotel Industry Analytics (CHIA)

Earned 2015

Supporting Hotel-Related Academic Research & Education Center, Smith Travel Research

Teaching Certification

Earned 2014

Centre of Learning Environment & Assessment Development, Singapore Institute of Technology

REFEREED PUBLICATIONS

4. Liu, H., Li, X. & **Tan, K.P.S.** (2019). What determines destination loyalty? Revisiting the investment model in a destination context. *Tourism Review International*, accepted for publication.
3. Yang, Y., **Tan, K.P.S.** & Li, X. (2019). Antecedents and consequences of home-sharing stays: Evidence from a nationwide household tourism survey. *Tourism Management*, 70, 15-28.
2. Li, X., Cohen, S. & **Tan, K.P.S.** (2018), Beyond the differences: Transcultural business research in a flattening world. *Journal of Business Research*, 91, 313-316.
<https://doi.org/10.1016/j.jbusres.2018.02.038>.
1. Litvin, S.W., Tan, K.P.S., Tay, J.P.F. & Aplin, K. (2004). Cross-cultural differences: An influence on tourism ethics? *Tourism: An Interdisciplinary Journal*, 52(1), 39-50.

CONFERENCE PAPERS

7. **Tan, K.P.S.** & Li, X. (2019). Guilt trip or vacation trip? Guilt as a vacation constraint. Paper presented at *2019 Tourism Travel and Research Association: Advancing Tourism Research Globally, Melbourne, Australia. (One of three finalists for Best Research Paper)*
6. **Tan, K.P.S.**, Li, X. & Lee, S. (2019). Hotel operating performance stabilization in emerging markets – myth or fact? Paper presented at *2019 Tourism Travel and Research Association:*

Advancing Tourism Research Globally, Melbourne, Australia.

5. **Tan, K.P.S.**, Li, X. & Lee, S (2019). Do hotels in emerging markets stabilize in operating performance? Poster presented at *China Tourism Forum 2019 - USA*, Philadelphia, PA.
4. Zou, S., **Tan, K. P.S.** & Li, X. (2018). Mobile versus PC: Does device type affect online survey response quality for tourism research?" Paper presented at *2018 Tourism Travel and Research Association: Advancing Tourism Research Globally*, Miami, FL.
3. **Tan, K.P.S.** & Li, X. (2017). Competitive advantages and operating performance stabilization: How are they related? Paper presented at *2017 Annual ICHRIE Conference*, Baltimore, MD.
2. **Tan, K.P.S.**, Wang, Y. & Li, X. (2017). Family life cycle and residents' attitude towards Shanghai Disney Resort. Paper presented at *22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism*, Houston, TX.
1. **Tan, K.P.S.** & Smith, R.A. (2003). Coastal resort dynamics and the tourism informal segment: Case study analysis of Phuket, Thailand. Paper presented at *1st Asia-Pacific CHRIE Conference*, Seoul, Korea.

GRANTS

7. **Principal Investigator.** *Vacation Guilt and the Workplace Social Self*. Funded by Fall 2018 Seed Funding Forum, Fox Business School, Temple University. Other Co-P.I.: Dr. Xiang (Robert) Li. (Dec 2018 – Apr 2020)
6. **Principal Investigator & Project Manager.** *Role of Brand Equity in US Traveler's Path to Purchase*. Funded by Destination Canada. P.I.: Dr. Xiang (Robert) Li. (Mar 2018 – Aug 2019)
5. **Co-Principal Investigator.** Impact of peer-to-peer accommodations on traditional hotels: An agent-based modeling approach. Funded by the 14th Young Scholars Interdisciplinary Forum, Fox Business School, Temple University. P.I.: Liu, H.B. Other Co-P.I.: Dr. Yingsha Zhang, Dr. Xiang (Robert) Li. (May 2017 – Dec 2018)
4. **Co-Principal Investigator.** Impact of dwelling type and host-guest interactions on peer-to-peer accommodations. Funded by the 14th Young Scholars Interdisciplinary Forum, Fox Business School, Temple University. P.I.: Liu, H.B. Other Co-P.I.: Dr. Xiang (Robert) Li. (May 2017 – Dec 2018).
3. **Research Assistant.** *The China U.S.-Travel Monitor Program*. Jointly funded by the National Tour Association, the U.S.-Asia Center for Tourism & Hospitality Research, Temple University, and the 2016/17 CIBER International Business Research Award, Center for International Business Education and Research, Temple University [Additional project sponsors: NYC & Company; California Tourism Commission; USI Affinity]. P.I.: Dr. Xiang (Robert) Li. (Sep 2017-Dec 2018)
2. **Research Assistant.** *Examining the U.S. Millennial China-Bound Travel Market*. Funded by China National Tourist Office (New York). P.I.: Dr. Xiang (Robert) Li. (Jan 2018 – May 2018)
1. **Project Manager.** *Study of American Outbound Tourists*. Funded by China National Tourist Office (Los Angeles) and Nankai-China U.S. Tourism Research Center. P.I.: Dr. Xiang (Robert) Li. (Sep 2017 – Feb 2018).

GUEST SPEAKER BY INVITATION

3. **Tan, K.P.S.**, Liu, H., & Li, X. (2018). Pulse of Chinese Outbound Tourism: Market Trends & Impacts. Visit Anchorage Seminar, Anchorage, U.S. Nov. 2018. (delivered by Tan)
2. **Tan, K.P.S.**, Liu, H., & Li, X. (2018). Chinese Tourists in the U.S. Visit Anchorage – November Membership Lunch, Anchorage. Anchorage, U.S. Nov. 2018. (delivered by Tan)
1. **Tan, K.P.S.** & Li, X. (2018). Chinese Outbound Tourism: Market Trends & Analysis. 2018 National Tour Association Contact, Charleston, SC, April 2018. (delivered by Tan)

PROFESSIONAL EXPERIENCE – ACADEMIC

Temple University

Aug 2019 – present

Ph.D. Student, Presidential Fellow

Aug 2016 – Jul 2019

Ph.D. Student, University Fellow

School of Sport, Tourism & Hospitality Management, Temple University, Philadelphia, PA, U.S.

Research:

Aug 2016 – Current • Research assistant, The U.S.-Asia Center for Tourism & Hospitality Research

Teaching:

Aug 2018 – Dec 2018 • Instructor, STHM 2311 Global Issues in Tourism and Hospitality Management (undergraduate level)

Sep 2018 • Guest lecturer (online teaching), STHM 5343 Cultural Intelligence (Master level)

Jan 2018 – May 2018 • Teaching assistant, STHM 4296 Current & Ethical Issue in Sport/Recreation Management (undergraduate level)

Aug 2017 – Dec 2017 • Teaching assistant, STHM 1133 Business of Leisure (undergraduate level)

Others:

2019 • Reviewer for *Journal of Hospitality and Tourism Management*, an SSCI journal

Mar 2019 • Reviewer at *21st Be Your Own Boss Bowl*, an annual business plan competition for aspiring entrepreneurs. Organized by Innovation & Entrepreneurship Institute, Fox Business School

Singapore Institute of Technology

Sep 2014 – Jun 2016 **Lecturer, Singapore**

- Core member of faculty team to set up Singapore's first full-fledged undergraduate hospitality program that leads to a Bachelor of Hospitality Business (with Honors) degree. Inaugural intake comprising Year 1 & 2 students commenced in Sep 2015
- Faculty champion for hospitality industry outreach

PROFESSIONAL EXPERIENCE – INDUSTRY

Jones Lang LaSalle, Hotels & Hospitality Group

Apr 2013 – Nov 2013 **Vice President, Advisory, Jakarta**

Sep 2009 – Sep 2013 **Vice President, Advisory, Shanghai**

Jun 2008 – Aug 2009 **Vice President, Advisory, Beijing**

- Led and managed country, regional and cross-functional project teams in planning, executing and delivering consulting work
- Reviewed and approved service proposals and report contents, including market analysis, recommendations, analysis and projections
- Developed new business opportunities and took charge of client servicing and management
- Organized and executed advisory training
- Implemented advisory SOPs

Horwath HTL Asia Pacific

Apr 2007 – Mar 2008 **Project Director, Beijing**

Oct 2006 – Mar 2007 **Senior Consultant, Beijing**

Oct 2004 – Sep 2006 **Consultant, Singapore & Beijing**

- Supervised fieldwork, analyses, projections and report preparation by consultants and analysts
- Trained consultants and analysts in analytical and fieldwork skills
- Reviewed reports for analysis, contents as well as market and financial projections to ensure high quality work
- Supported client management and service contract discussions as well as followed up with potential clients