



VICE PRESIDENT'S OFFICE FOR
POSTGRADUATE STUDIES & RESEARCH
مكتب نائب رئيس الجامعة لشئون الدراسات العليا

	الاسم	هانى عصام الدين محمد امام
	Name	Hany Essam El-Din Mohamed Emam
	الاسم المستخدم في النشر العلمي	Emam, H. E.
	الوظيفة الحالية وجهة العمل	استاذ بقسم ادارة الفنادق بكلية السياحة والفنادق – جامعة حلوان
	الدرجة العلمية (اسم الجامعة والدولة)	استاذ – جامعة حلوان – مصر
التخصص العام	السياحة والفنادق	
التخصص الدقيق	ادارة الفنادق	
البريد الإلكتروني	drhanyessam@gmail.com	
المؤهلات العلمية	دكتوراه – جامعة حلوان – مصر	
السيره الذاتيه	<ul style="list-style-type: none">• Professor, hotel management, faculty of tourism and hotel management, Helwan University, 2023.• Associate professor, hotel management, faculty of tourism and hotel management, Helwan University, 2018 till 2023.• Ph.D., hotel management, faculty of tourism and hotel management, Helwan University, 2012.• M.Sc., hotel management, faculty of tourism and hotel management, Helwan University, 2008.• High studies, preliminary master degree, hotel management, faculty of tourism and hotel management, Helwan University, 2007, degree: good.• Bachelor of science in Hotel Management, Helwan University Faculty of Tourism and hotels, El manyal , June 2005 , the top of my class (Excellent in the last 4 years) with general mention Excellent .	



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Courses & Certifications

- Mobile Applications (Digital Transformation Course), Scientific Computation Center, Helwan University, 2022
- Communication skills in different educational styles, Faculty and Leadership Development Center, Helwan University, 2022
- Attendance and Participation in organizing the first international scientific conference called The 1st International Conference on Digitalization in Tourism and Hospitality (25-27 February 2022)
- SPSS Analytical Statistics, Faculty and Leadership Development Center, Helwan University, 2020
- Design of electronic courses, Faculty and Leadership Development Center, Helwan University, 2020
- Different means of facilitations for the disabled, Faculty and Leadership Development Center, Helwan University, 2020
- Fourth generation wars and their impact on sustainable development, Faculty and Leadership Development Center, Helwan University, 2019
- The award for the best dissertation thesis in the field of hotels was honored by Helwan University and the former Minister of Tourism, 2014
- Food Quality and HACCP, American Hotels & Lodging



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Association (Professional Certification) the educational institute of the American hotel and lodging association, 2013

- Food Quality and HACCP, American Hotels & Lodging Association (Professional Certification) the educational institute of the American hotel and lodging association, 2013
- Certified Hospitality Department Trainer, American Hotels & Lodging Association (Professional Certification, 2009)
- Food and beverage skills Development course, American Hotels & Lodging Association (Professional Certification) the educational institute of the American hotel and lodging association, 2008
- Qualified Hospitality Manager Course, the educational institute of the American hotel and lodging association, 2006.
- International computer driving license (ICDL), United Nations Educational, Scientific, and Cultural Organization (UNESCO), United Nations, 2008.
- The Ideal Student Award granted by Helwan University and ranked third as an exemplary student at the level of the universities of the Republic, 2004



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Work Experience

- Program Coordinator, Restaurant Operation and Management Program – Cinnabon, hotel management department, faculty of tourism and hotel management, Helwan University, October 2023 till now.
- Professor, hotel management department, faculty of tourism and hotel management, Helwan University, 2023.
- Coordinator for teaching and learning standards file, quality assurance and accreditation unit, faculty of tourism and hotels management, helwan university, 2022.
- Associate professor, Hotels operation and management program – (Marriott), faculty of tourism and hotel management, Helwan University since 2021 till now
- Supervisor of more than 20 master's and dissertation theses at the College of Tourism and Hotels and other colleges
- Participation in organizing the first international scientific conference called The 1st International Conference on Digitalization in Tourism and Hospitality (25-27 February 2022)
- Training and development consultant, foods and pastries company, since, 2019 till 2021



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- Associate Professor, military college of management sciences, 2021 till now
- Participated in developing a new regulation for the Hotel Management Department. faculty of tourism and hotel management, Helwan University
- Responsible for discussing and evaluating summer training since the academic year 2018-2019 till now.
- Associate professor, the Museum and Heritage studies program, faculty of tourism and hotel management, Helwan University. Since 2018 till now.
- Associate professor, hotel management department, faculty of tourism and hotel management, Helwan University, since 2018 till now
- Academic advisor for the diploma - postgraduate studies. faculty of tourism and hotel management, Helwan University, since 2017 till now
- Assistant manager, tourism faculty hotel, faculty of tourism and hotel management, Helwan University, since 2015 till 2018
- Member of third year control - bachelor's degree, faculty of tourism and hotel management, Helwan University, since 2013 till now
- Lecturer, restaurant management and operation programs



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for the Reciprocal learning (Americana, Burger King, Mori Co) since 2014 till now.

- Lecturer, hotel management department, Institute of tourism and hotel management, Pharaohs Institute, since 2014 till 2016
- Member of the community service and environmental development affairs committee, tourism faculty hotel, faculty of tourism and hotel management, Helwan University, 2016 till now
- Prepared the book “Quality Management in Hotels and Resorts” has a filing number at the National Library and Archives 3605/2016 I.S.B.N.: 978-977-787-019-1
- Responsible for the college sports committee, tourism faculty hotel, faculty of tourism and hotel management, Helwan University, since 2016 till now.
- Trainer, (banquet management, hotel economics, quality in hospitality industry and HACCP system), Arab center for training and development. Since 2013 till now
- Active member of the Egyptian society of scientific tourism experts and the Egyptian society for food science and technology, 2013.
- Hotel management lecturer (hotels management and food quality), Pharaohs Institute, 2012.



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- Lecturer, hotel management department, faculty of tourism and hotel management, Helwan University, since 2012 till now
- Assistant Lecturer, hotel management department, faculty of tourism and hotel management, Helwan University, since 2008 till 2012
- Hotel management lecturer (Front Office / Menu Planning), Faculty of sciences and management, Military Academy, 2008.
- Hotel management lecturer, British Academy for hotels "illi" (Medium Institute – 2 years), from October 2008 till now.
- Art of service lecturer, hotel management department, faculty of tourism and hotel management, Helwan University, from 2007 till 2011.
- Demonstrator, hotel management department, faculty of tourism and hotel management, Helwan University, since 2006 up to 2008.
- receptionist, pyramisa Cairo and casino since October, 2005.



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الابحاث المنشورة

- **Emam, H. E., & Radwan, W. (2016).** Evaluation of Service Quality Applied to Tourists with Disabilities Coming to Egypt. Egyptian journal of Tourism Studies, 15(1)
- **Emam, H. E. (2017).** Factors considered for appropriate food deep frying. Egyptian journal of Tourism Studies, 16(1)
- **Emam, H. E. (2017).** A Lab Scale Visibility Tester to Determine the Quality of Shortening during Frying Process. Egyptian journal of Tourism Studies, Special issue, The 7th Conference of "Food Industry at the service of Tourism"
- **Emam, H. E., & Mohamed, A. (2017).** Evaluating Services Quality Management in Petroleum Hospitality Sites. Egyptian journal of Tourism Studies, 16(2)
- **Emam, H. E., & Atef, A. M. (2017).** Evaluating human resources practices in resort hotels during recession periods. Journal of Association of Arab Universities for Tourism and Hospitality, 14(2), 158-168.
- **Abdel-aal, F. M., & Emam, H. E. (2017).** Social Media and its Value to Local Restaurants in Egypt. Journal of Association of Arab Universities for Tourism and Hospitality, 14(2), 149-157.
- **Emam, H. E., & Atef, A. M. (2018).** Pros and cons of domestic customer from the view point of hoteliers in Egypt. Journal of Association of Arab Universities for Tourism and Hospitality, 15(1), 116-125.
- **Emam, H. E. & Elziny, M. (2020).** Evaluating Staff Perception of Management Practices to confront Epidemics in Egyptian Hotels: A case of COVID-19. Journal of Association of Arab Universities for Tourism and Hospitality (JAAUTH), 19(2), 189 – 226.
- **Elziny, M. & Emam, H. E. (2021).** The Interactive Impact of Organizational Support, Service Training and Empowerment on Employees' Affective Commitment and Service Recovery



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<p>Performance: Hotel Front Office Department's Perspective. <i>Journal of Association of Arab Universities for Tourism and Hospitality (JAAUTH)</i>, 20(3), 148-172.</p> <ul style="list-style-type: none">• Elziny, M. & Emam, H. E. (2021). The Role of Technological Innovation in Improving the Egyptian Hotel Brand Image. <i>International Journal of Heritage, Tourism and Hospitality</i>, 15(2). 20-39• Emam, H. E. & Abdelal, F. (2021). Factors influencing intentions in hotel booking through online travel intermediaries applications. <i>Journal of Association of Arab Universities for Tourism and Hospitality (JAAUTH)</i>, 21(3), 101-134• Abdelal, F. & Emam, H. E. (2022). Measuring Job Insecurity Perceptions of Hotel Employees and its Impact on Job Engagement and Turnover Intention. <i>International Journal of Heritage, Tourism and Hospitality</i>, 16(1).• Emam, H. E. & Mahmoud, S. (2022). The Impact of Online Food Delivery Applications (FDAs) on Customers Satisfaction and Repurchasing Intentions: Mediating Role of Positive E-WOM. <i>Journal of Association of Arab Universities for Tourism and Hospitality (JAAUTH)</i>, 22(2), 89-110• Emam, H. E. & Hasanein, A. (2022). The impact of Digital Menus on Customer behavioral Intentions in Casual Dining Restaurants: Mediating Role of Customer Satisfaction. <i>International Academic Journal Faculty of Tourism and Hotel Management (IAJFTH)</i>.	
<p>افضل رسالة دكتوراه من وزير السياحة بالشراكة مع جامعة حلوان - 2014</p>	<p>الجوائز</p>