



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

	Neveen Mohamed Mansour Ahmed	Neveen Mansour	أستاذ بقسم الإدارة الفندقية بكلية السياحة والفنادق جامعته حلوان	دكتوراه الفلسفة في اداره الفنادق
	Neveen Mohamed Mansour Ahmed	Name	الاسم المستخدم في النشر	الاسم العلمي
	Neveen Mansour	Name	الاسم المستخدم في النشر	الاسم العلمي
	أستاذ بقسم الإدارة الفندقية بكلية السياحة والفنادق جامعته حلوان	الوظيفة الحالية وجهة العمل	الدرجة العلمية ( اسم الجامعة والدولة)	الدرجة العلمية ( اسم الجامعة والدولة)
	دكتوراه الفلسفة في اداره الفنادق	الدرجة العلمية ( اسم الجامعة والدولة)	الدرجة العلمية ( اسم الجامعة والدولة)	الدرجة العلمية ( اسم الجامعة والدولة)
السياحة والفنادق	التخصص العام	التخصص الدقيق	التخصص الدقيق	
اداره الفنادق	التخصص الدقيق	التخصص الدقيق	التخصص الدقيق	
neveen.mohamed@fth.helwan.edu.eg	البريد الإلكتروني	المؤهلات العلمية	المؤهلات العلمية	
○ درجة الدكتوراه في اداره الفنادق (كلية السياحة والفنادق – جامعته حلوان ٢٠١٢) ○ درجة الماجستير في اداره الفنادق (كلية السياحة والفنادق – جامعته حلوان ٢٠٠٥) ○ بكالوريوس السياحة والفنادق (كلية السياحة والفنادق – جامعته حلوان ١٩٩٩)	المؤهلات العلمية	المؤهلات العلمية	المؤهلات العلمية	
Dr. Neveen Mansour is a professor of Hotel Management at Helwan University. She obtained her undergraduate degree in Hotel Management (1999) with an honor degree from Faculty of tourism and hotel Management. Mansour received her Master's degree in Hotel Management from Helwan University in 2005 titled " Management of Overbooking Problem in Five Stars Hotel in Greater Cairo". In 2012, Mansour got her Ph.D. titled " Studying the Marketing Impact of Social Media Channels in Hotel Industry ". Her research interests include food & beverage, service marketing, sustainability, entrepreneurship and hotel staff development. Mansour has 21 papers published in reputable local and international journals. Mansour also was a member of the steering committee of three international conferences, moreover participated with academic papers in many workshops and conferences. Mansour had many academic training courses and was the assistant manager of the reciprocal education program MacDonald's-Egypt for the academic year 2023-2024. Currently she is a member of the Society & Environment Service Committee, post-graduate control, and the quality assurance unit in the faculty.			السيرة الذاتية	



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

- Hassanin, M. A., Salem, A. E., Helal, M. Y., Elshawarbi, N. N., Ahmed, I. S., & Mansour, N. (2023). The power of Integration Towards Sustainable Performance: A Model to Minimize Technostress Among Frontline Restaurant Employees by Combining Job and Employee Resources. *GeoJournal of Tourism and Geosites*, 49(3), 934-945.
- Kamel, N. J., & Mansour, N. M. (2023). Customers' behavioral intentions towards gas stations fast-food outlets in Egypt. *International Journal of Tourism, Archaeology and Hospitality*, 3(2).
- Abbas, T. M., Mansour, N. M., & Elshawarbi, N. N. M. A. (2023). Job crafting and organizational commitment: The mediating role of person-job fit in the food and beverage sector. *Tourism and hospitality management*, 29(3), 319-333.
- Abbas, T., Mansour, N., & ElShawarbi, N. (2022). Age, Gender, and Job Differences in Job Crafting Behaviour among Food and Beverage Employees of Five-star Hotels. *International Journal of Heritage, Tourism and Hospitality*, 16(2), 101-112.
- Elmetwaly, A. S., Mansour, N. M., & Essawy, M. (2022). Evaluation of Balanced Scorecard Practices and Their Impacts on Employees' Performance in Hotels. *Evaluation*, 11(3), 1008-1019.
- Mansour, N. M., & Abdelaal, F. M. (2021). The relationship between ergonomics and health problems: A study on hotel room attendants in three-star hotels. *JFTH*, 18(1), 246-256.
- Hussien, F. M., & Mansour, N. M. (2020). Factors affecting customer satisfaction towards mobile food ordering applications (MFOAs). *The scientific Journal of the faculty of tourism and hotels*, 17(1), 17-35.
- Mansour, N., & Elziny, M. (2020). Assessing the Impact of Situational Leadership Style on Enhancing Employee Performance in Quick Service Restaurants. *Journal of Association of Arab Universities for Tourism and Hospitality*, 18(1), 107-121.

الابحاث المنشورة



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

- Alzaghl, K. M., & Mansour, N. (2019). Evaluating the Hotel Inspection Process and the Mechanism of Appointing the Inspectors at the Egyptian Ministry of Tourism. *Egyptian Journal of Tourism and Hospitality*, 26(1), 93-124.
- Elzaghl, K. M., Hosny, L., & Mansour, N. (2019). Assessing the Hotel Inspection Procedures of the Ministry of Tourism in Five Star Hotels in Greater Cairo. *Egyptian Journal of Tourism and Hospitality*, 26(1), 56-40.
- Mansour, N. M., & Hussein, J. (2018). Integrating sustainability into education: At Egyptian tourism and hotel faculties. *Journal of Association of Arab Universities for Tourism and Hospitality*, 15(3), 97-104.
- Elmohandes, N., Abbas, T., & Mansour, N. (2018). Investigating the Effects of Using Simulation Training on Hotel Front-Office Employees' Performance. *International Academic Journal Faculty of Tourism and Hotel Management*, 4(4), 50-71.
- Mansour, N., & Salah, M. (2018). The Impact of Rumors on the Popularity of Quick Service Restaurant Chains in Egypt, *International Conference (ICTH) 8th-11th March, 2018, Luxor. Faculty of Tourism and Hotels, Fayoum University 12 (3/2)*, 109-123.
- Abbas, T., Mansour, N., & Elshawarbi, N. (2018). Examining to what extent do employees express emotional labor: An application on front-office department in five-star hotels in Cairo. *Journal of the Faculty of Tourism and Hotels-University of Sadat City*, 2(2), 114-129.
- Soliman, T., & Mansour, N. (2017). Student Perceptions of Lecturer-Website as a Blended Learning Platform in Tourism and Hotel Management. *International Academic Journal Faculty of Tourism and Hotel Management*, 3(3), 158-198.
- Mansour, N., (2017). Occupational Hazards Related to Job Stress: A Study with Reference to Employees Working in Quick Service Restaurant Kitchens, *Egyptian Journal of Tourism Studies*, 16(1).
- Mansour, N., & Hassan, A. (2017). Customer Insights of Restaurant's Cleanliness: A Comparative Study between Generation X and Y.



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

<p><i>Egyptian Journal of Tourism Studies (Special Issue) The 7th Conference of "Food Industry at the Service of Tourism" 31 March – 3 April, 2017, Hurghada, Egypt.</i></p> <ul style="list-style-type: none"><li>▪ Mansour, N. (2017). Food Allergy Awareness and Knowledge among Managers of Casual Dining Restaurants. <i>Egyptian Journal of Tourism Studies (Special Issue) The 7th. Conference of "Food Industry at the Service of Tourism" 31 March – 3 April, 2017, Hurghada, Egypt.</i></li><li>▪ Abbas, T., Mansour, N., &amp; Adel., M. (2016). Assessment of Talent Management Practices and its Impact on Employees Organizational Commitment in Hotels, <i>Egyptian Journal of Tourism and Hospitality.</i></li></ul>	
لا يوجد	الجوائز