

MICHAEL J. TEWS

Contact Details

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Education

PhD, Cornell University
School of Hotel Administration
Specialization: Human Resource Management &
Organizational Behavior

MSc, London School of Economics
Department of Industrial Relations

BS, Cornell University
School of Hotel Administration

Academic Experience

Associate Professor
The Pennsylvania State University
School of Hospitality Management
July 2015—present

Visiting Professor
Zuyd University of Applied Sciences
Hotel Management School Maastricht
January 2021—present

Assistant Professor
The Pennsylvania State University
School of Hospitality Management
August 2009—June 2015

Assistant Professor
The Ohio State University
Department of Consumer Sciences
August 2006—August 2009

Refereed Journal Articles

Tews, M.J., Jolly, P.M., & Stafford, K. Fun in the workplace and employee retention: Is less managed fun better? *Employee Relations*.

Bowen, J.T., Tews, M.J., & Baloglu, S. (2020). Yielding the benefits of fun in the workplace: The devil's in the details. *Organizational Dynamics*, 49, 1-7.

Michel, J.W., Tews, M.J., & Tracey, J.B. (2020). Validating dimensions of effective managerial behaviors for the hospitality industry. *International Journal of Contemporary Hospitality Management*, 32, 2175-2193.

Tews, M.J., Hoefnagels, A., Jolly, P.M., & Stafford, K. (2020). Turnover among young adults in the hospitality industry: Examining the impact of fun in the workplace and training climate. *Employee Relations*, 43, 245-261.

Tews, M.J., Michel, J.W., & Stafford, K. (2020). Social support and turnover among entry-level service employees: Differentiating type, source, and basis of attachment. *Human Resource Management*, 59, 221-234.

Tews, M.J., & Stafford, K. (2020). The impact of abusive supervision and constituent attachment on entry-level employee turnover. *Journal of Hospitality and Tourism Research*, 44, 1318-1334.

Tews, M.J., & Stafford, K. (2020). Tattoos and perceptions of employment suitability in the hospitality industry. *Journal of Human Resources in Hospitality & Tourism*, 19, 148-167.

Tews, M.J., & Stafford, K. (2020). Tattoos and unfavorable treatment among employees in the hospitality industry. *International Journal of Contemporary Hospitality Management*, 32, 1925-1940.

Tews, M.J., Stafford, K., & Jolly, P. (2020). An unintended consequence? Examining the

- relationship between visible tattoos and unwanted sexual attention. *Journal of Management & Organization*, 26, 152-167.
- Tews, M.J., Stafford, K., & Kudler, E.P. (2020). The effects of negative content in social networking profiles on perceptions of employment suitability. *International Journal of Selection and Assessment*, 28, 17-30.
- Tews, M.J., Stafford, K., & Kudler, E.P. (2020). The influence of tattoo content on perceptions of employment suitability across the generational divide. *Journal of Personnel Psychology*, 19, 4-13.
- King, C., Murillo, E., Wei, W., Madera, J.M., Tews, M.J., Israeli, A., & Kong, L. (2019). Towards a shared understanding of the service experience: A hospitality stakeholder approach. *Journal of Service Management*, 30, 410-428.
- Michel, J.W., Tews, M.J., & Allen, D.G. (2019). Fun in the workplace: A review and expanded theoretical perspective. *Human Resource Management Review*, 29, 98-110.
- Ozanne, M., Tews, M.J., & Mattila, A.S. (2019). Are tattoos still a taboo? The effect of employee tattoos status on customer perceptions of service failure. *International Journal of Contemporary Hospitality Management*, 31, 873-889.
- Tews, M.J., Michel, J.W., & Stafford, K. (2019). Abusive coworker treatment, coworker support, and employee turnover. *Journal of Leadership and Organizational Studies*, 26, 413-423.
- Tews, M.J., & Noe, R.A. (2019). Does training have to be fun? A review and conceptual model of the role of fun in workplace training. *Human Resource Management Review*, 29, 226-238.
- Tews, M.J., & Stafford, K. (2019). The relationship between tattoos and employee workplace deviance. *Journal of Hospitality and Tourism Research*, 43, 1025-1043.
- Tews, M.J., Stafford, K., & Jolly, P. (2019). The dark side? Examining the relationship between fun in the workplace and unwanted sexual attention. *Employee Relations*, 41, 1162-1182.
- Tews, M.J., Frager, K., Citarella, A.I., Orndorff, R.M. (2018). What is etiquette today? Interviewing etiquette for today's college student. *Journal of Advances in Education Research*, 3, 160-168.
- Tews, M.J., Stafford, K., & Michel, J.W. (2018). Interview etiquette and hiring outcomes: Does it really matter? *International Journal of Selection and Assessment*, 26, 164-175.
- Dachner, A., Ellingson, J.E., & Tews, M.J. (2017). Clarifying the association between personality and interpersonal citizenship behavior. *SAM Advanced Management Journal*, 82, 36-47.
- Noe, R.A., Tews, M.J., & Michel, J.W. (2017). Informal learning among managers: Its antecedents and performance impact. *International Journal of Training and Development*, 21, 1-17.
- Tews, M.J., Michel, J.W., & Noe, R.A. (2017). Does fun promote learning? The relationship between fun in the workplace and informal learning. *Journal of Vocational Behavior*, 98, 46-55.
- Becker, F.W., & Tews, M.J. (2016). Fun activities at work: Do they matter to hospitality employees? *Journal of Human Resources in Hospitality and Tourism*, 15, 279-296.
- Ellingson, J.E., Tews, M.J., & Dachner, A. (2016). Constituent attachment and voluntary turnover in low-wage/low-skill service work. *Journal of Applied Psychology*, 101, 129-140.
- Guchait, P., Lei, P., & Tews, M.J. (2016). Making teamwork work: Team knowledge for team effectiveness. *The Journal of Psychology: Interdisciplinary and Applied*, 150, 300-317.
- Michel, J.W., & Tews, M.J. (2016). Does leader-member exchange accentuate the relationship between leader behaviors and organizational citizenship behaviors? *Journal of Leadership and Organizational Studies*, 23, 13-26.
- Tews, M.J., Noe, R.A., Scheurer, A.J., & Michel, J.W. (2016). The impact of work-family conflict and core self-evaluations on informal learning in a managerial context. *Journal of Occupational and Organizational Psychology*, 89, 92-110.

- Tews, M.J., Jackson, K.L., Ramsay, C.M., & Michel, J.W. (2015). Fun in the college classroom: Examining its nature and relationship with student engagement. *College Teaching, 63*, 16-26.
- Tews, M.J., Michel, J.W., Xu, S., & Drost, A. (2015). Workplace fun matters ... but what else? *Employee Relations, 37*, 248-267.
- Xu, S., Martinez, L.R., Van Hoof, H.B., Tews, M.J., Torres, L., & Farfan, K. (2015). The impact of abusive supervision and coworker support on hospitality employees' turnover intentions in Ecuador. *Current Issues in Tourism, 1*-16.
- Guchait, P., Tews, M.J., & Simons, T. (2014). The influence of transactive memory systems and psychological safety on effectiveness of service management teams in a restaurant setting. *Journal of Human Resources in Hospitality and Tourism, 13*, 234-252.
- Michel, J.W., Tews, M.J., & Kavanagh, M.J. (2014). Development and validation of a multidimensional measure of customer-centered employee behavior. *The Service Industries Journal, 34*, 1075-1091
- Tews, M.J., Michel, J.W., & Allen, D.G. (2014). Fun and friends: The impact of workplace fun and constituent attachment on turnover in a hospitality context. *Human Relations, 67*, 923-946.
- Tews, M.J., Stafford, K., & Michel, J.W. (2014). Life happens and people matter: Critical events, constituent attachment, and turnover among part-time hospitality employees. *International Journal of Hospitality Management, 38*, 99-105.
- Noe, R.A., Tews, M.J., & Marand, A.D. (2013). Individual differences and informal learning in the workplace. *Journal of Vocational Behavior, 83*, 327-335.
- Tews, M.J., Michel, J.W., & Ellingson, J.E. (2013). The impact of coworker support on employee turnover in the hospitality industry. *Group and Organization Management, 38*, 630-653.
- Tews, M.J., Michel, J.W., & Stafford, K. (2013). Does fun pay? The impact of workplace fun on employee turnover and performance. *Cornell Hospitality Quarterly, 54*, 370-382.
- Noe, R.A., & Tews, M.J. (2012). Realigning training and development research to contribute to the psychology of competitive advantage. *Industrial and Organizational Psychology, 5*, 101-104.
- Tews, M.J., Michel, J.W., & Bartlett, A.L. (2012). The fundamental role of workplace fun in applicant attraction. *Journal of Leadership and Organizational Studies, 19*, 103-111.
- Sydnor-Bouso, S., Stafford, K., Tews, M.J., & Adler, H. (2011). Toward a resilience model for the hospitality and tourism industry. *Journal of Human Resources in Hospitality and Tourism, 10*, 195-217.
- Tews, M.J., Michel, J.W., & Noe, R.A. (2011). Beyond objectivity: The performance impact of the perceived ability to learn and solve problems. *Journal of Vocational Behavior, 79*, 484-495.
- Tews, M.J., Stafford, K., & Tracey, J.B. (2011). What matters most? The perceived importance of ability and personality for hiring decisions. *Cornell Hospitality Quarterly, 52*, 94-101.
- Tews, M.J., & Van Hoof, H.B. (2011). Fighting words: A case in favor of hospitality management education. *FIU Hospitality and Tourism Review, 29*, 121-129.
- Zhu, J., Tews, M.J., Stafford, K., & George, R.T. (2011). Alcohol and illicit substance use in the foodservice industry: Assessing self-selection and job-related risk factors. *Journal of Hospitality and Tourism Research, 35*, 45-63.
- Noe, R.A., Tews, M.J., & Dachner, A. (2010). Learner engagement: A new perspective for enhancing our understanding of learner motivation and workplace learning. *Academy of Management Annals, 4*, 279-315.
- Tews, M.J., Michel, J.W., & Lyons, B.D. (2010). Beyond personality: The impact of general mental ability on performance for entry-level service employees. *Journal of Service Management, 21*, 344-362.

Stafford, K., & Tews, M.J. (2009). Enhancing work-family balance research in family businesses. *Family Business Review*, 22, 235-238.

Tews, M.J., Stafford, K., & Zhu, J. (2009). Beauty revisited: The impact of attractiveness, ability, and personality in the assessment of employment suitability. *International Journal of Selection and Assessment*, 17, 92-100.

Tews, M.J., & Tracey, J.B. (2009). Helping managers help themselves: The use and utility of on-the-job interventions to improve the impact of interpersonal skills training. *Cornell Hospitality Quarterly*, 50, 245-258.

Tews, M.J., & Tracey, J.B. (2008). An empirical examination of posttraining supplements for enhancing the effectiveness of interpersonal skills training. *Personnel Psychology*, 61, 375-401.

Tracey, J.B., Sturman, M.C., & Tews, M.J. (2007). Ability versus personality: Factors that predict employee job performance. *Cornell Hotel and Restaurant Administration Quarterly*, 48, 313-322.

Tracey, J.B., & Tews, M.J. (2005). Construct validity of a general training climate scale. *Organizational Research Methods*, 8, 353-374.

Glomb, T.M., & Tews, M.J. (2004). Emotional labor: A conceptualization and scale development. *Journal of Vocational Behavior*, 64, 1-23.

Tracey, J.B., & Tews, M.J. (2004). An empirical investigation of the relationships among climate, capabilities, and unit performance. *Journal of Hospitality and Tourism Research*, 28, 298-312.

Tracey, J.B., & Tews, M.J. (1995). Training effectiveness: Accounting for individual differences and the work environment. *Cornell Hotel and Restaurant Administration Quarterly*, 36, 36-42.

Manuscripts under Review

Michel, J., Luvison, D., & Tews, M.J. Exploring the influence processes of servant leadership: The important role of value internalization. *Journal of Management*.

Tews, M.J., Hoefnagels, A., & Beaumont-Perez, F. Factors to enhance hospitality internship success. *Journal of Hospitality & Tourism Education*.

Book Chapters

Tews, M.J., & Burke-Smalley, L.A. (2018). Enhancing training transfer by promoting accountability in different work contexts: An integrative framework. In K.G. Brown (Ed.), *The Cambridge handbook of workplace training and employee development*. (pp. 201-227). New York, NY: Cambridge University Press.

Ruth, G.A., & Tews, M.J. (2016). Food service industry. In R.A. Brymer, R.A. Brymer, & L.N. Cain (Eds.), *Hospitality: An introduction* (pp. 265-275). Dubuque, IA: Kendall Hunt Publishing.

Noe, R.A., & Tews, M.J. (2014). Employee development and growth. In A. Day, E.K. Kelloway, & J.J. Hurrell, Jr. (Eds.), *Workplace well-being: How to build psychologically healthy workplaces* (pp. 124-160). New York, NY: Wiley.

Tracey, J.B., Sturman, M.C., Shao, L., & Tews, M.J. (2010). The role of personality and general mental ability in predicting performance for new and experienced employees. In C.A. Enz (Ed.), *Handbook of applied hospitality strategy* (pp. 415-428). Thousand Oaks, CA: Sage.

Noe, R.A., & Tews, M.J. (2009). Strategic training and development. In J. Storey, P. Wright, & D. Ulrich (Eds.), *The Routledge companion to strategic human resource management* (pp. 262-284). New York, NY: Routledge.

Tracey, J.B., Way, S.A., & Tews, M.J. (2008). Human resources in the hospitality industry: Strategic frameworks and priorities. In D.

Tesone (Ed.), *Handbook of hospitality human resource management* (pp. 3-22). Burlington, MA: Elsevier.

Conference Presentations

- Tews, M.J. (2019, May). *Minding your manners: Interviewing etiquette for today's hospitality undergraduate*. Paper presented at the APacCHRIE & EuroCHRIE Joint Conference, Hong Kong, China.
- Tews, M.J. (2019, May). *Tattoos and employee personality: Is the devil in the details?* Paper presented at the APacCHRIE & EuroCHRIE Joint Conference, Hong Kong, China.
- Tews, M.J., Hoefnagels, A., & Beaumont-Perez, F. (2019, May). Factors to enhance hospitality internship success. Paper presented at the APacCHRIE & EuroCHRIE Joint Conference, Hong Kong, China.
- Maravich, K.E., & Tews, M.J. (2019, March). *Enhancing employee engagement in fun activities*. Research presented at the North East North American Regional ICHRIE Conference, State College, PA.
- Tews, M.J., Hoefnagels, A., & Odekerken, A. (2018, November). *Does genre matter? Examining the impact of tattoo content on perceptions of employment suitability*. Paper presented at the Annual EuroCHRIE Conference, Dublin, Ireland.
- Tews, M.J. (2018, July). *Beyond the surface: Examining the relationship tattoos personality, and workplace deviance*. Paper presented at the Annual International CHRIE Conference, Palm Springs, CA.
- Tews, M.J., & Michel, J.W. (2018, April). *Tattoos, personality and workplace deviance*. Paper presented at the annual meeting of the Society for Industrial and Organizational Psychology, Chicago, IL.
- Citarella, A.I., Orndorff, R.M., Tews, M.J., & Frager, K. (2017, June). *Contemporary interviewing etiquette and recruiting practices for college students*. Paper presented at the Annual Meeting of Eastern Association of Colleges and Employers, Niagara Falls, NY.
- Tews, M.J., Michel, J.W., & Noe, R.A. (2016, October). *Does fun promote informal learning?* Paper presented at the Annual Meeting of the Southern Management Association, Charlotte, NC.
- Bartlett, A.L., & Tews, M.J. (2015, July). *Hospitality internships in senior living communities: Best practices to maximize benefits for employer and intern*. Poster presented at the Annual International CHRIE Conference, Orlando, FL.
- Dachner, A., Ellingson, J.E., & Tews, M.J. (2015, October). *Clarifying the association between personality and interpersonal citizenship behavior*. Annual Meeting of the Midwest Academy of Management, Columbus, OH.
- Michel, J.W., & Tews, M.J. (2014, November). *Building positive employee resources by making work fun*. Paper presented at the Annual Meeting of the Southern Management Association, Savannah, GA.
- Tews, M.J., Jackson, K.L., Ramsay, C.M., & Michel, J.W. (2014, August). *Fun in the classroom: Initial scale development and validation*. Paper presented at the Annual International CHRIE Conference, San Diego, CA.
- Xu, S., & Tews, M.J. (2014, January). *The impact of abusive supervision and supervisor support on employee turnover intentions*. Paper presented at the Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.
- Becker, F.W., & Tews, M.J. (2013, July). *The impact of fun in the workplace on turnover among entry-level service employees*. Poster presented at the Annual International CHRIE Conference, St. Louis, MO.
- Guchait, P., & Tews, M.J. (2013, July). *Influence of team knowledge on team effectiveness*. Paper presented at the Annual International CHRIE Conference, St. Louis, MO.
- Jackson, K., Ramsay, C.M., & Tews, M.J. (2013, November). *Looking deeper at fun and its influence on student engagement*. Paper presented at the Professional and Organizational Development Network in Higher Education Conference, Pittsburgh, PA.

- Tews, M.J., Stafford, K., & Michel, J.W. (2013, July). *Life events, constituent attachment, and voluntary employee turnover*. Paper presented at the Annual International CHRIE Conference, St. Louis, MO.
- Michel, J.W., & Tews, M.J. (2012, August). *The relational nature of leader behaviors*. Paper presented at the Annual Meeting of the Academy of Management, Boston, MA.
- Tews, M.J., & Michel, J.W. (2012, August). *What's fun got to do with it? The role of workplace on employee turnover*. Poster presented at the Annual International CHRIE Conference, Providence, RI.
- Michel, J.W., Wallace, D.W., Rawlings, R.A., & Tews, M.J. (2011, August). *Competent and warm leaders: The impact of charisma and emotions on presidential voting behavior*. Paper presented at the Annual Meeting of the Academy of Management, San Antonio, TX.
- Tews, M.J., & Michel, J.W. (2011, July). *The key role of coworkers on employee turnover*. Paper presented at the Annual International CHRIE Conference, Denver, CO.
- Tracey, J.B., & Tews, M.J. (2010, April). An examination of individual transfer strategies and training climate on post-training skill performance. In J.K. Ford (Chair), *Transfer of training: New findings and new directions*. Symposium conducted at the Annual Meeting of the Society for Industrial and Organizational Psychology, Atlanta, GA.
- Sturman, M.C., Tracey, J.B., & Tews, M.J. (2006, October). *Revising theory on job task performance: Updating and testing propositions from Murphy's (1989) model*. Paper presented at the Southern Management Association Meeting, Clearwater Beach, FL.
- Tews, M.J., & Tracey, J.B. (2006, May). Enhancing the effectiveness of interpersonal skills training: Examining the impact of post-training supplements in the applied work environment. In A. Towler (Chair), *Current issues in training effectiveness*. Symposium conducted at the Annual Meeting of the Society for Industrial and Organizational Psychology, Dallas, TX.
- Tews, M.J., & Tracey, J.B. (2004, August). *Differences in ability- and personality-performance validities: Evidence for newcomers and experienced employees in high task consistency jobs*. Paper presented at the Annual Meeting of the Academy of Management, New Orleans, LA.
- Tracey, J.B., & Tews, M.J. (2003, April). Do standards really matter? The impact of compliance with corporate training requirements on employee performance. In W.L. Richman-Hirsch (Chair), *Advances in training research: Impact on motivation, transfer, and business results*. Symposium conducted at the Annual Meeting of the Society for Industrial and Organizational Psychology, Orlando, FL.
- Glomb, T.M., Miner, A.G., & Tews, M.J. (2002, April). An experience sampling analysis of emotional dissonance at work. In C.S. Daus & T.M. Glomb (Chairs), *Emotional labor: Emerging from murky waters with multi-method, multi-measure approaches*. Symposium conducted at the Annual Meeting of the Society for Industrial and Organizational Psychology, Toronto, ON.
- Tracey, J.B., & Tews, M.J. (2002, April). A strategic approach to training needs analysis. In W.L. Richman-Hirsch (Chair), *What happens before training? The impact of pre-training processes*. Symposium conducted at the Annual Meeting of the Society for Industrial and Organizational Psychology, Toronto, ON.
- Tracey, J.B., & Tews, M.J. (2001, April). The role of training needs and development climate in the service profit chain. In B. Chung (Chair), *Understanding the sources of heterogeneity in service encounters*. Symposium conducted at the Annual Meeting of the Society for Industrial and Organizational Psychology, San Diego, CA.
- Tews, M.J., & Glomb, T.M. (2000, August). *Emotional labor re-operationalized: A new scale development*. Paper presented at the Second International Conference on Emotions in Organizational Life, Toronto, ON.

Industry Reports

Smith Travel Research, Tracey, J. B., & Tews, M. J. (2002). *Hospitality compensation and benefits survey*. New York, NY: American Hotel and Lodging Educational Foundation.

Tews, M. J., & Glomb, T. M. (2003). Emotional labor and the five-factor model of personality. *CHR Reports*. Ithaca, NY: The Center for Hospitality Research, Cornell University.

Tews, M. J., & Tracey, J. B. (2007). Enhancing formal interpersonal skills training through post-training supplements. *CHR Reports*. Ithaca, NY: The Center for Hospitality Research, Cornell University.

Graduate Advising

The Pennsylvania State University
Michael Caligiuri (PhD)
Jung Kuk Jang (PhD)
Bi Yang (PhD)
Olaf Hermans (PhD, 2019)
Janet Duligia (EdD, University of Pennsylvania, 2018)
Marie Ozanne (PhD, 2018)
Moji Shahvali (PhD, 2018)
Matthew Bakowicz (MS, 2016)
Eunjin Kwon (PhD, 2016)
Fred Becker (Chair, PhD, 2012)
Priyanko Guchait (Chair, PhD, 2011)
Alinda Kokkinou (PhD, 2010)

The Ohio State University
Sandra Sydnor-Bouso (PhD, 2009)
JinFei Zhu (MS, 2008, Chair)

Research Collaborators

ACR Homes (Minneapolis, MN)
American Food & Vending (Syracuse, NY)
ClubCorp (Dallas, TX)
Concord Hospitality Enterprises (Raleigh, NC)
Crimson Cup Coffee & Tea (Columbus, OH)
JoAnn Fabrics (Hudson, OH)
MasterCare (Madison, NJ)
Max & Erma's Restaurants (Columbus, OH)

Minneapolis Metropolitan Police Force (Minneapolis, MN)
Mise en Place (Maastricht, The Netherlands)
Pennsylvania Restaurant & Lodging Association (Harrisburg, PA)
Rainforest Cafe, Inc. (Minneapolis, MN)
Shaner Hotel Group (State College, PA)
Six Continents Hotels (Plano, TX)
Uno Chicago Grill (Boston, MA)

Courses Taught

The Pennsylvania State University
Human Resource Management
Organizational Behavior
Professional Development
Colloquium on Teaching Effectiveness

The Ohio State University
Personnel and Organization Management
Staffing, Training & Development
Theories and Models in Consumer Sciences

Cornell University
Human Resource Management
Organizational Behavior (Teaching Assistant)
Training & Development

Professional Membership

Academy of Management

International Council on Hotel, Restaurant, and Institutional Education (ICHRIE)

Professional Service

Editorial Board Membership
Cornell Hospitality Quarterly
Journal of Hospitality & Tourism Research

Ad Hoc Reviewer
Academy of Management Learning & Education
Employee Relations
Human Relations
Human Resource Management Review
International Journal of Hospitality Management
International Journal of Selection and Assessment

Journal of Hospitality and Tourism Management
Journal of Hospitality and Tourism Research
Journal of Management
Journal of Positive Psychology
Journal of Vocational Behavior
Managing Service Quality
Organizational Dynamics
Organizational Psychology Review
Personnel Psychology
Studies in Continuing Education

Industry Experience

Recruiting Specialist (Contractor)
Holland Systems Corporation, Lansing, MI
February 1999—August 1999

Staffing Manager
Applied Biosystems, Foster City, CA
February 1996—March 1997

Personnel and Training Manager (Internship)
Hotel Nikko London, London, England
January 1995—July 1995

Corporate Human Resources Intern
Nikko Hotels International, New York, NY
May 1994—August 1994

Awards & Recognition

Teaching

Penn State University College of Health and
Human Development Teaching Excellence
Award
Academic Year 2012-2013

Ohio State University College of Education
and Human Ecology Teaching Excellence
Award Finalist
Academic Year 2007-2008
Academic Year 2006-2007

Research

2013 Cornell Hospitality Quarterly Article of the
Year

Tews, M.J., Michel, J.W., & Stafford, K. (2013).
Does fun pay? The impact of workplace fun
on employee turnover and performance.
Cornell Hospitality Quarterly, 54, 370-382.

2013 CHRIE Conference Best Paper

Tews, M.J., Stafford, K., Michel, J. (2013, July).
*Life events, constituent attachment, and
voluntary employee turnover*. Paper
presented at the Annual International CHRIE
Conference, St. Louis, MO.

2011 Cornell Hospitality Quarterly Article of the
Year

Tews, M.J., Stafford, K., & Tracey, J.B. (2011).
What matters most? The perceived
importance of ability and personality for
hiring decisions. *Cornell Hospitality
Quarterly*, 52, 94-101.