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Education

Doctor of Hotel and Tourism Management (D.HTM), The Hong Kong Polytechnic University, Hong Kong. 2014/7

Master of Science (MSc) in Technology Management, University of South Australia, Australia. 2005/9

Diploma in Hotel Management, Cesar Ritz Hotel School, Switzerland. 1995/4

Area of Specialty

Hotel & Restaurant Design & Development

Hotel Service Innovation

Hotel Brand experience Management

Academic Experience

Assistant Professor, Department of Hospitality Management, Southern Taiwan University of Science & Technology, 2014 / 8 to present.

Publications

Conference Paper:

1. Liu, K.N (2016). The Moderating Role of Waiting Time on the Impact of Customer Emotion on Customer Satisfaction in the Casual Restaurants. APacCHRIE Conference, May 11-13, Bangkok, Thailand.
2. Liu, K.N (2015). The Mediating Role of Brand Positioning on the Relationship between Hotel Brand Experience and non-Financial Brand Performance. APacCHRIE Conference, June 10-12, Auckland, New Zealand.

Dissertation:

The Moderating Role of Brand Experience on the Relationship between Hotel Brand Experience and Brand Performance, Doctor of Hotel and Tourism Management (D.HTM), The Hong Kong Polytechnic University, Hong Kong

Entrusted Practical Research

1. Liu, K.N. 2016. Restaurant Operation and Service Quality Improvement Program-1. 361050331
2. Liu, K.N. 2016. Restaurant Operation and Service Quality Improvement Program-2. 361050409
3. Liu, K.N. 2015. Restaurant Feasibility Analysis. 361040031
4. Liu, K.N. 2015. Restaurant Brand Positioning Analysis. 361050082

Professional Certifications

1. Chinese HACCP Association: Food & Beverage Purchasing Management Supervisor (2015)
2. ICPCO: International Conference Organizer (2006)
3. Chinese Industry Safe & Hygiene Association: Safety and Hygiene Management Supervisor (2000)
4. City & Guilds: Food & Beverage Service (1996)
5. Institution Hotelier" Cesar Ritz": Tableside Cooking & Carving Course (1995)

Professional Service

1. 2013-2014 Executive Vice President, Royal Leo Hotel & Restaurant Management, Shanghai, China
2. 2012-2013 Project Assistant General Manager, Inno Hospitality Consultant Group, Taipei, Taiwan
3. 2011-2011 Assistant Food & Beverage Director, Crowne Plaza Hotel E-Da World, Kaohsiung, Taiwan
4. 2008-2009 Food & Beverage Director, Han Hsien International Hotel, Kaohsiung, Taiwan
5. 2007-2008 Resident Manager, Wei Yet Grand Hotel, Tainan, Taiwan
6. 2004-2007 Restaurant Manager, Ambassador Hotel, Kaohsiung, Taiwan
7. 2001-2004 General Manager, Ruth's Chris Steak House, Kaohsiung, Taiwan
8. 2000-2001 Banquet Manager, Landis Yoho Beach Resort, Kenting, Taiwan
9. 1999-2000 Restaurant Manager, Splendor Hotel, Kaohsiung, Taiwan
10. 1996-1999 Management Trainee & Restaurant Manager, Howard Plaza Hotel, Taipei & Kaohsiung, Taiwan

