

CURRICULUM VITA

YU CHIH CHIANG, PH.D.

CURRENT POSITION Assistant Professor
Department of Restaurant, Hotel and Institutional Management
College of Human Ecology
Fu Jen Catholic University
No. 510, Zhongzheng Rd, Xinzhuang Dist.,
New Taipei City, Taiwan 24205
141673@m365.fju.edu.tw; +886 2 29052106

EDUCATION

Date	Degree	Institution	Major
2017	Ph.D.	Iowa State University	Hospitality Management
2013	M.S.	Iowa State University	Hospitality Management
2009	B.S.	National Taiwan Normal University	Nutrition Science and Restaurant Management

DISSERTATION Sleep health, resources, stress, and academic performance: Comparing hospitality and non-hospitality undergraduate students (UMI: 10268536; as of October 8, 2024, the thesis has been downloaded 213 times, based on the record of Digital Repository @ Iowa State University retrieved from <https://dr.lib.iastate.edu/entities/publication/8d83559e-c9a0-4fcf-b725-2d65b23c6cd8>)

THESIS TITLE The effects of sleep on performance of undergraduate students working in the hospitality industry as compared to those who are not working in the industry (UMI: 1540036; as of October 8, 2024, the thesis has been downloaded 1,510 times and had been one of the Top 10 downloads, based on the record of Digital Repository @ Iowa State University retrieved from <https://dr.lib.iastate.edu/entities/publication/7cdf2c7b-12a9-4779-ab83-c2e8dabf025a>)

CERTIFICATION AND LICENSURE

<u>Certification</u>	
2022	ISG Advanced Wine Certificate
2020	ISG Intermediate Wine Certificate (ID number 177481)
2017	Certification in Hotel Industry Analytics (CHIA)
2016	Graduate Certificate in Quantitative Psychology
2015	Preparing Future Faculty Associates
2010	Qualification to Teach Chinese as a Second/Foreign Language (REG. NO.: E1000263)

Licensure

2015	ServSafe Alcohol® (#11791966)
2007	Bartender (#150-044214)
2006	Chinese Cuisine Cookery (#076-337185)
2006	Food Baking-Bread (#077-054181)

TEACHING COURSES

English Conversation for Foodservice Professionals-Course in English (2 credits)
Foodservice Facilities Planning (2 credits)
Service Management in Hospitality (2 credits)
Wine Appreciation (2 credits)
Food and Beverage Management (2 credits)
Foodservice Facilities Planning (2 credits)
Quantity Food Preparation (2 credits)
Service Skills for Food and Beverage Operations (2 credits)
Restaurant Facilities Planning Research (3 credits, graduate level)

WORK EXPERIENCE

Academic

Iowa State University; Ames, IA

Jan. 2013-Dec. 2016 Research/Teaching Assistant

Department of Apparel, Events, and Hospitality Management (AESHM)

Supervising Faculty: Drs. Eric Olson, Jewoo Kim, and Tianshu Zheng

RA Responsibilities

- Conduct literature reviews using libraries and databases (e.g., EBSCO, PubMed, ProQuest)
- Collect and analyze secondary and survey data
- Code and analyze qualitative data

TA Responsibilities

- Create online course via BlackBoard
- Deliver lectures, class activities, and quizzes
- Assess student projects through face-to-face discussion and written comments for both undergraduate and graduate courses
- Prepare and update course materials (e.g., study guide, PowerPoint slides)

TA Courses

- HRI 201X – Introduction to Casino Management (online)
- HSP M 230 – Introduction to Hospitality Performance Analysis (online)
- HSP M 533 – Financial Decision Making in Hospitality Organizations (face-to-face)
- EVENT 271 – Introduction to Event Management (face-to-face)
- EVENT 471 – Special Events Coordination (face-to-face)

Operational

Levy Restaurants; Ames, IA

Aug. 2017-Dec. 2017 Bartender

- Provide professional customer service in sport games and private events (e.g., football games, weddings)

- Serve alcoholic beverages (e.g., mixed drinks, wines, and beers) and non-alcoholic beverages (e.g., pops and water)

VenuWorks; Ames, IA

May 2017-Dec. 2017 Banquet Captain/Bar and Concessions Supervisor
Food and Beverage

- Provide professional customer services
- Supervise and coordinate assigned events from set-up to tear-down
- Coordinate the activities of event, bar, concession, and warehouse employees
- Help direct the training of event, bar, concession, and warehouse employees
- Responsible for creating and balancing event sales reports and cash deposits
- Adhere to local, state, federal, and company food safety and alcohol policies

Iowa State University; Ames, IA

Aug. 2016-May 2017 Student Assistant Manager
ISU Catering

- Manage the catering operation in managers' absence
- Assist in the management of catered events
- Assist in the ordering and requisitioning of food, supplies and inventory
- Assist in the monitoring and receiving of all incoming food and supplies
- Assist in providing supervision of ware-washing, maintenance and housekeeping activities
- Assist in scheduling and training of all student employees
- Work with the catering manager and assistant managers on special projects
- Assist in the planning and conducting of student employee orientation
- Assist in the selection of student leads and student supervisors
- Ensure employees comply with university and departmental policies and procedures
- Maintain student employment records
- Maintain student employee work hours on a computerized timekeeping system
- Perform computer operations such as work with Menu Management, Event Planning Software, Microsoft Office Suite, E-mail, etc.

Iowa State University; Ames, IA

May 2016-May 2017 Bartender
ISU Catering

- Provide professional customer service and refuse service when necessary
- Serve alcoholic beverages (e.g., mixed drinks, wines, and beers) and non-alcoholic beverages (e.g., pops and water)
- Serve hosted bar, cash bar, or mixed bar
- Operate cash register and complete paperwork
- Tap, troubleshoot, and clean kegerator
- Train new bartenders

Iowa State University; Ames, IA

April 2016-Aug. 2016 Student Supervisor
ISU Catering

- Supervise and coordinate food service activities
- Supervise other student employees by assuring proper policies and procedures for their work units are followed
- Train new and returning student employees
- Ensure safety, sanitation, and service policies are met
- Answer questions and direct the activities of other student employees
- Practice excellent communication and customer service skills
- Retrieve change from the safe and ensure all cash bags/deposits are placed in a secure location at the end of the shift (if required by the facility)
- Assist with office duties
- Oversee the opening and closing of the facility

Iowa State University; Ames, IA

May 2015-April 2016 Student Employee
ISU Catering

- Work in on-site and off-premise catered events, including weddings, holiday parties, association celebrations, training programs, seminars, and conferences
- Serve catered events in various styles, including receptions, buffets, and plated services
- Serve catered events in a wide range of size between 10 and 6,500 people
- Assist in the development of training material

Iowa State University; Ames, IA

June 2012-May 2013 Student Employee
ISU Dining

- Work in various positions as assigned—catering, cook assistant, salad assistant, cashier, cleaner, dish room, and laundry
- Communicate with employees from all levels of the organization
- Assist a diversity of dining customers, including students, families, and staff

INTERNSHIPS

Hospitality Experience

June 2013-Aug. 2013	Housekeeping Intern; Le Méridien Taipei; Taipei, Taiwan
June 2011-Aug. 2011	Human Resources Intern; The Regent Taipei Hotel; Taipei Taiwan
July 2007-Aug. 2007	Concierge Intern; Sheraton Taipei Hotel; Taipei, Taiwan
Jan. 2007-Feb. 2007	Waitress Intern; L'escargots French Cuisine; Taipei, Taiwan
July 2006-Aug. 2006	Banquet Intern; Ambassador Hotel; Taipei, Taiwan

Hospital Experience

July 2008-Jan. 2009	Dietetic Intern; Mackey Memorial Hospital, Dietetic Department; Taipei, Taiwan
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UNIVERSITY HONORS, AWARDS, AND RECOGNITIONS

2014	CHS Tuition Award Study Abroad Scholarship
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