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### **Career Highlights**

- 10+ years in Hotel and Restaurant Management with Walt Disney World Resort, Loews Hotels, and Sky Hotels and Resorts.
- 10 years university teaching experience in both hospitality and business courses and in all three forms of instruction (face-to-face, hybrid, and online)
- Passionate about Experiential Learning and Guest Service Experience
- Main goal is to build relationships between education and industry partners to enhance the careers and success of our students

### **Education:**

#### **University of Central Florida**

Rosen College of Hospitality Management

Ph.D. in Hospitality Management

Dissertation Title: The Moderating Effect Shift Work has on Support, Engagement, Satisfaction, Turnover, and Service Delivery: An Empirical Analysis of US Hotel Front Desk Personnel

Advisor: Dr. Kevin Murphy

Orlando, FL

December 2016

#### **University of North Texas**

Masters of Business Administration in Strategic Management

Denton, TX

December 2021

#### **Texas Tech University**

Master of Science in Restaurant, Hotel, and Institutional Management

Lubbock, TX

December 2007

#### **Texas Tech University**

Bachelor of Science in Restaurant, Hotel, and Institutional Management

Lubbock, TX

December 2005

#### **Macquarie University**

Study Abroad Program

Sydney, AU

Fall 2003

### **Certifications:**

Level 1 Sommelier

Certified Hotel Industry Analytic (CHIA) Instructor

ServSafe Certified Instructor and Proctor

### **Research Interests:**

*Strategy in Lodging and Restaurant Operations:* room revenue management and effects of overbooking; staffing efficiency; 3<sup>rd</sup> shift personnel; recruitment of military veterans; serving guests with special needs

*Leadership and Employee Satisfaction:* any and all variables that may influence a hospitality employee/managers level of satisfaction with job, company, and team; main focus is on roles that are often forgotten or difficult to communicate with such as night audits and housekeeping/maintenance

## Professional Experience:

Dean College

Franklin, MA

**Dean, Dean R. Sanders '47 School of Business**

July 2023 – Present

- Oversee Business Management, Marketing, Criminal Justice, Communications, Sport Management, Sports Broadcasting, and Athletic Coaching and Recreation Management
- Created a business core curriculum and implemented 20+ curriculum changes in first semester
- Lead networking, alumni engagement, and experiential learning initiatives
- Liaison to the community and represent Dean College as a board member for Franklin Downtown Partnership and 495/MetroWest Partnership
- Organized and lead the business advisory board for the school of business
- Collaborate with faculty on their ideas and guide them on their personal development

University of North Texas at Dallas

Dallas, TX

**Assistant Dean, School of Business**

August 2022 – July 2023

- Coordinate meetings with faculty and program coordinators and communicate changes
- Assist students with their issues regarding courses and professors
- Work with the President's office on various initiatives such as the Toy Foundation DEI event, Mission Summit Entrepreneurship Competition, and local community developments
- Created new committees to stabilize the department and move us forward
- Meet with various leaders on campus and strategize best ways to work together
- Itemized the budget and will work with coordinators to submit requests for next budget cycle

University of North Texas at Dallas

Dallas, TX

**Program Coordinator for General Business and Hospitality**

August 2020 – July 2023

- Record and submit assessments in requirement with the school and SACS
- Forecast and schedule courses and sections to meet student and school needs
- Review and decide student requests regarding transfer credit, schedule changes, and overrides
- Communicate with the Dean's Advisory Council to ensure programs are remaining relevant and meeting industry needs
- Member of both the school and university curriculum committee reviews

University of North Texas at Dallas

Dallas, TX

**Assistant Professor of Hospitality Management**

August 2016 – July 2023

- Developed the entire hospitality management curriculum and courses for new program
- Recruit new hospitality and business students by guest speaking engagements, sitting on advisory boards for high schools, and attending recruiting fairs
- Responsible for all program assessment and reporting for accreditation
- Engage with local and national hospitality organizations to educate them about our program and students
- Serve as point of contact for anyone interested in the hospitality management program

Sky Hotels and Resorts

Enclave Suites

Orlando, FL

**Director of Operations**

April 2011 – May 2012

- Trained and Developed Food and Beverage Managers to meet company standards
- Guided Front Desk Managers on Employee Engagement, Standards, and Accountability
- Served as a mentor to front desk and food and beverage interns studying hospitality
- Created processes that were more efficient in tracking inventory and work orders
- Advised owners on renovations that needed to be done and provided financial payment options for them

Sky Hotels and Resorts

Flat Rocks Pizza and Pasta Co.

Orlando, FL

**General Manager**

November 2010 – April 2011

- Recruited and retained quality staff by pursuing new areas of opportunities within the surrounding community
- Compared financials to make decisions on marketing and purchasing
- Developed a training guide for both Back of House and Front of House new hiring training
- Regulated and Purchased food inventory, marketing items, and uniforms
- Hosted team meetings in open forum format to get employee's feedback and suggestions on operation

Loews Hotels

Portofino Bay Resort at Universal Orlando Resort

Orlando, FL

**Assistant Front Office Manager**

February 2010 - November 2010

- Lead team for continuous improvement for hotel operations and guest services
- Ensure employee morale was high and created their goals for success
- Shadowed and Assisted VIP manager to learn role and servicing higher-end clientele
- Ensured security of resort by serving as part-time overnight manager on duty
- Handled administrative work including scheduling, payroll, tracking guest comments, and logging forecast data

Sky Hotels and Resorts

Enclave Suites

Orlando, FL

**Director of Room Operations/Front Office Manager**

March 2009 – February 2010

- Gained experience in condo hotel management by overseeing operational duties
- Improved our preferred wholesaler's guest scores and brought us out of the "watch" area in less than 3 months
- Reviewed P&L statements and contributed in the business decisions to increase revenue and lower cost expenses
- Conducted meetings with owners during annual meeting to discuss condition of their unit and expectations of their unit moving forward
- Responsibilities included front office, housekeeping, owner liaison, guest services, and kids club activities

Walt Disney World Resort

Disney's All-Star Resort

Orlando, FL

**Guest Service Manager**

February 2008 – March 2009

- Proactively monitored room counts to increase room revenue and hotel occupancy
- Attended quarterly financial and business reviews to ensure property met targets to stay on budget
- Trained new managers to the department on processes and procedures
- Implemented the new manager daily meetings for operational information exchange
- Created and managed property vehicle routine maintenance to prevent accidents

Walt Disney World Resort

Disney's All-Star Resort

Orlando, FL

**Duty Manager (Temporary Assignment)**

January 2008 – February 2008

- Served as escalation manager to respond to situations that required higher leadership
- Managed evening cleaning staff and walked property to check for cleanliness standards
- Conducting safety walks throughout the shift to ensure guest and employee safety
- Monitored property wide service system for maintenance and service requests

Walt Disney World Resort

Disney's All-Star Resort

Orlando, FL

**Guest Service Manager**

January 2006 – December 2007

- Mentioned in Disney World publication by Vice President for a positive guest service situation
- Developed a consistency manual for all leaders in order to execute the resort's continuous improvement plan
- Facilitated training for new front desk staff as well as ongoing training
- Held one-on-one meetings with homeroom employees to gauge their job satisfaction and work on their career path
- Organized tours and speakers for college program interns on company knowledge development

Putt Putt Fun Center

Lubbock, TX

**Assistant Manager**

January 2005 – May 2005

- Opened and closed the entire property by organizing banks and checking safety of facility
- Maintained property staffing levels for guest service standards
- Introduced new menu for food and beverage area and organized staff training on new cooking equipment
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Walt Disney World Resort

Disney's Yacht and Beach Club

Orlando, FL

**Front Office Internship**

August 2004 – December 2004

- Cross-trained between front desk, lobby concierge, concierge floor, and runner
- Shadowed front desk managers and managers on duty for further personal development
- Received several Guest Service Fanatic cards for providing outstanding service

Ramada Inn

Lubbock, TX

**Front Desk Agent Internship**

May 2002 – August 2002

- Improved guest service skills by working with same guests on regular basis
- Acted as manager on evening shifts to handle any guest situations
- Ran nightly audit reports to ensure that proper payment was taken and housekeeping had the proper information for their morning shifts

**Teaching Experience:**

Customer Service Management (undergraduate and graduate)

Strategic Management (undergraduate and graduate)

Organizational Behavior

Introduction to Business

Business Communications

Learning Foundations

Human Resource Management

Internship Practicum

Hotel Management

Restaurant Management

Tourism

Beverage Management

Intro to Hospitality

Leadership and Strategic Management in Hospitality

Event Management

Revenue Management (undergraduate and graduate)

**Research Papers:**

**Ingram, W.M.**, Murphy, K., Torres, E., & Weinland, J. (2022). The moderating effect of shift work systems on hotel employees' job engagement and job satisfaction. Accepted February 2022 to Journal of Human Resources in Hospitality and Tourism.

Cobos, L. & **Ingram, W.M.** (2021). Industry professionals' perceptions of hiring military veterans for the hospitality industry. Accepted April 2021 to Journal of Human Resources in Hospitality and Tourism.

Murphy, K., Torres, E., **Ingram, W.**, & Hutchinson, J. (2018). A review of high performance work practices (HPWPs) literature and recommendations for future research in the hospitality industry. International Journal of Contemporary Hospitality Management, 30(1), 365-388.

### Research Papers in Progress:

**Ingram, W.M.** Competing in the market at the unit level. (This study will examine the managers' role and understanding of strategic management at the unit level in the hotel industry).

**Ingram, W.M.** Competing in a saturated market. Case study of Boston's North End. (This study will examine how restaurants compete in a neighborhood markets where the product is similar and abundant).

**Ingram, W.M.** The moderating impact of loyalty status on poor experience with points awarded and intent to repurchase. (This study will examine the impact loyalty status plays on the relationship between negative experience with points awarded and intent to repurchase)

### Textbook in Progress:

**Ingram, W.M.** The New Hotel Manager. A different approach to hospitality textbook utilizing a novel format to explore the industry and decisions made.

### Conference Presentations and Posters:

**Ingram, W.M.** (2022). Back to work: An autoethnographic study of hotel leaders as post-pandemic business returns. Won Best Paper Award at conference. Las Vegas, NV, October 2022.

**Ingram, W.M.** & Cobos, L. (2019). Continuous learning initiatives by hospitality professionals. *Global G Conference and Global Food and Beverage Expo*. Las Vegas, NV, Oct.8-10.

Cobos, L. & **Ingram, W.M.** (2019). Industry professionals' perceptions of hiring military veterans for the hospitality industry. *5<sup>th</sup> World Research Summit for Hospitality and Tourism*. Orlando, FL, Dec. 13-16.

**Ingram, W.M.** (2015). Night audit's job characteristics and demographics influence on job satisfaction, loyalty, and intent to stay. *3<sup>rd</sup> World Research Summit for Tourism and Hospitality and 1<sup>st</sup> USA-China Tourism Research Summit: Transforming Partnerships 2015*. Orlando, FL, Dec. 15-19.

**Ingram, W.M.** & Murphy, K.S. (2015). Redesigning hotel housekeeping operations to improve productivity, labor costs, employee satisfaction, and guest satisfaction. *20<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Tampa, FL, Jan. 8-10.

**Ingram, W.M.** & Boote, D. (2015). The underlying reasons for deviant behaviors in hospitality entry-level managers. *20<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Tampa, FL, Jan. 8-10.

**Ingram, W.M.** & Murphy, K.S. (2014). How and where recruiters choose hospitality and tourism programs for hiring: And the importance of advanced degrees to the process. *19<sup>th</sup> Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX, Jan. 3-5.