

DETAILED CURRICULUM VITAE



of the
Assistant Professor
Christos S. Kakarougkas

February 2024

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1. Personal Information

Last name : Kakarougas
Name : Christos
Office Address : Karradio building, 82132 Chios.
(Office 15, first floor)
Date of birth : 06/03/1976
Marital status : Married with two children
Military Service : Fulfilled
Phone : 2271035347
E-mail : ch.kakarougas @aegean.gr
chrkakarougas@gmail.com

2. Studies in Higher Education

11/2013- 09/2018 : **Doctoral Diploma with "Excellent" grade**, University of the Aegean
Faculty of Management Sciences
Department of Business Administration
Thesis Title: "The effect of reward systems on the stages and processes of organizational culture change in Greek five-star hotels"

10/2007- 06/2008 : **Certificate of Pedagogical and Teaching Proficiency with a grade of "Very Good"**
A.S.PAI.TE.

10/1999-10/2001 : **Master's Degree on Hospitality Management** (Recognized from the DIKATSA)
Thames Valley University
Faculty of Tourism, Hospitality and Leisure

10/1995-04/2000 : **Bachelor's Degree in Tourism Business Management with a grade of "Good"**
ATEI Larisa
School of Management and Economics
Department Tourism Businesses

3. Training

- 01/2023 : **Digital Education**
National and Kapodistrian University of Athens
- 04/2022 : **Training of members of the Collaborating Educational Staff in Open and Distance Education**
Greek Open University
- 10/2017 : **VOLT101x: Introduction to Online and Blended Teaching**
PennX- University of Pennsylvania via of edX.
- 05/2009 : **Introduction to web design using the Dreamweaver package**
National Technical University of Athens

4. Professional Work Experience in Education and the Hotel/Tourist Industry

4.1 Professional work experience in graduate study programs of Greek universities

- 02/2023- 05/2023 : **Lecturer in the postgraduate program: "Innovation and entrepreneurship in tourism"**
02/2021- 05/2022
12/2020- 01/2021 University of West Attica
10/2019- 01/2020 Courses:
12/2018- 02/2019
 - Management and Organization of Tourism Businesses
 - Special and Alternative Forms of Tourism
- 02/2024- Present : **Distance lectures in the postgraduate program "Strategic Management of Tourist Destinations and Hospitality Enterprises"**
10/2019- 05/2023
11/2016- 05/2019 University of the Aegean
Courses:
 - Human Resource Management of Hotel Businesses
 - Strategy and Management of Family and Small and Medium-sized Tourism Enterprises
 - Administration of Tourism Organizations and Hospitality Businesses

4.2 Professional work in undergraduate study programs of Greek universities

- 02/2024- Present : **Assistant Professor at the Department of Tourism Economics and Management**
Human Resources Management of Tourism Enterprises and Organizations
University of the Aegean

Courses:

- Human Resources Management
- Entrepreneurship

10/2022- 01/2024
10/2021- 06/2022
10/2020- 06/2021
10/2019- 06/2020

: Lecturer in the Department of Tourism Economics and Management

University of the Aegean

Courses:

- Global Booking Systems
- Management and Administration of Hospitality Enterprises
- Tourism Business Financing
- Entrepreneurship

Indicative administrative work:

- Academic manager in three training programs.
- Participate in the preparation of the department's certification process.
- Member of the guide development team for the two-year vocational training program: Customer Service in the Tourism Sector.
- Organization and participation in educational events and presentations/lectures.

10/2023- Present
10/2021- 07/2022
03/2021- 07/2021

: Lecturer at the School of Social Sciences

Undergraduate program: Tourism Management

Hellenic Open University

Courses:

- DIT 12- Management of Hotel Businesses and Services
- DIT 84- Tourism Product Distribution Systems
- DIT 63- Human Resources Management in Tourism Enterprises

11/2018- 12/2018

: Lecturer in the Department of Tourism Management

University of West Attica

Course:

- International Reservation Systems

4.3 Professional project in undergraduate study programs of similar universities abroad that cooperate with private educational institutions in Greece

10/2019- 06/2020
10/2018- 06/2019

: Lecturer at BA (Hons) International Hospitality and Tourism Management and BA (Hons) Business Management

Metropolitan _ college
Queen Margaret University: Edinburgh
Courses:

- Human Resource Management
- Hotel Applications

4.4 Supervision of graduate and postgraduate diploma theses

- 05/2019- 06/2021** : **University of West Attica**
Department of Tourism Management
Postgraduate program: Innovation and Entrepreneurship in Tourism
Supervisor in collaboration with Dr. Th. Stavrinoudi of three successfully submitted diploma theses.
- 02/2019- 06/2020** : **Metropolitan College - Queen Margaret University: Edinburgh**
BA (Hons) International Hospitality and Tourism Management
Successful supervision of three theses

4.5 Professional work in adult education

- 2022-2023** : **Academic manager in three training programs**
Training and lifelong learning center of the University of the Aegean
- Leadership and effective management of employees in tourism businesses.
 - Organization and Management of Tourist Businesses.
 - Development of Innovation and Entrepreneurship in Tourism.
- 10/2022- 06/2023** : **Hourly Professor PE 80 Economics**
10/2021- 06/2022 Ministry of Education - INEDIVIM
10/2020- 06/2021 D.I.E.K.
10/2019- 06/2020 Courses:
- Tourism II
 - Oenology
 - Bar
 - Food control
- 12/2020- 06/2021** : **Hourly Professor of Tourism Business**
10/2018- 05/2019 Ministry of Tourism - I.E.K. Effervesce
10/2017- 06/2018 Courses:
12/2015- 06/2016 • Tourism I and II

- 11/2014- 06/2015**
- Organization and Operation of Hotels
 - Food knowledge, Menu engineering
 - Hotel Applications
 - Organization, Restaurant Operation
 - Cost List of Preparations
 - Oenology
 - Bar
- 01/2020- 04/2020**
11/2018- 04/2019
- : Hourly TE Professor of Tourism Businesses**
Ministry of Tourism - Anavyssos Postgraduate Education Department
(Part of the 2020 program took place on the E.A.P.'s distance learning platform)
Courses:
- Restaurant technique, bar elements and oenology.
 - Customer service, communication, and sales.
 - Industrial Relations
- 03/2019- 06/2019**
- : Hourly Professor of Tourism Business**
Hellenic Industrial Society – I.E.K. Diplarios School
Courses:
- Airfare, Ticketing and Booking Systems (Amadeus Selling Platform Connect)
- 10/2018- 05/2019**
2017-2018
2010- 2011
2009-2010
- : Hourly Professor of Tourism Professions**
I.I.E.K. Praxis
Courses:
- Tourism
 - Food knowledge, Edesmatologio
 - Hotel Applications (Protel)
 - Costing of Preparations
 - Oenology
- 10/2008**
- : Associate Instructor**
KEK IME & E
Executives of Tourist Offices
- 05/2007- 07/2007**
- : Associate Instructor**
KEK IME & E
Training of Auxiliary Personnel in Food Businesses
- 11/2005- 03/2006**
- : Assistant Professor of Food Science**
Glion Athens Campus

4.6 Vocational work in programs of vocational schools of secondary education

- 10/2019- 06/2020** : **Hourly Professor of PE Tourism Businesses**
O.A.E.D.- EPA.S. Apprenticeship Piraeus
Courses:
 - Greek and International Cuisine
- 11/2012- 01/2014** : **Regular Associate Professor of Tourism Business n**
02/2012- 06/2012 Tourism Education and Training Organization (OTEK)
01/2011- 05/2011 T.E.E/ E.P.A.S Anavyssos
01/2010- 05/2010 Ministry of Tourism
11/2008- 05/2009 Courses:
10/2007- 05/2008
 - Operation of food businesses
 - Organization of food businesses
 - Bar function
 - List and menu composition
 - Wine knowledge and wine serving techniques
 - Hotel reception operation
 - Computerization of hotel reception
 - Structure and operation of hotel units**10/2006- 05/2007**

4.7 Professional work in management positions and positions of responsibility in the hotel/tourism industry

- 02/2004- 02/2007** : **King George Palace Hotel**
Room Service Manager
Indicative duties:
 - Management and supervision of services: Room Service, Butler Service and Mini Bar .
 - Human resource management of the department (recruitment, evaluation, training, etc.).
 - Compilation of the budget of the department.
 - Negotiations with suppliers.
 - Setting departmental goals.
 - Defining and controlling the implementation of the department's quality standards.
 - HACCP manager of the department.
 - VIP customer service .
 - Customer service and complaint handling.
 - Participation in councils and meetings.
- 03/2003- 02/2004** : **Hotel Grande Bretagne**
Butler
Indicative duties:

- Service exclusively for the hotel's VIP customers.
- Responsible for serving the occupants of the Royal and Presidential Suites.
- Coordination and guidance of the hotel departments to provide better customer service.
- Coordination and guidance of third-party companies, e.g. tourist offices to better serve customers.

4.8 Professional _ project in frontline positions in the hotel/tourism industry

- 06/2011- 09/2017** : **Hotel Central**
 Reception
Indicative duties:
- Customer service and dealing with complaints at the hotel reception.
 - Management of customer accounts.
 - Completion of Check-in and Check-out.
- 05/2008- 09/2008** : **Hotel Divani Apollon Palace and Spa**
05/2007- 10/2007 Receptionist
Indicative duties:
- Customer service and dealing with complaints at the hotel reception.
 - Management of customer accounts.
 - Completion of Check-in and Check-out.
- 01/2003- 03/2003** : **Pythagorion Hotel**
 Receptionist
Indicative duties:
- Customer service and dealing with complaints at the hotel reception.
 - Management of customer accounts.
 - Completion of Check-in and Check-out.
- 03/1999-12/2000** : **Imperial London Hotels**
03/1999-02/2000, Royal National Hotel
 Restaurant and Conference and Events Departments
02/2000-12/2000, Tavistock Hotel
 Bar Department
Indicative tasks:
- Customer service and handling of complaints in the hotel's catering sector.

: Associate Instructor

Labor Institute - GSEE

"Strengthening, enhancing skills and certifying the qualifications of private sector workers in the tourism sector"

5. Research and Writing Project

5.1 Book

1. Stavrinoudis T. & **Kakarougas H.** (2022). *Managing Tourism Enterprises: A Scientific Guide to the How and Why of Tourism Enterprises*. Athens: Kritiki Publications.

5.2 Original scientific publications

5.2.1 Articles in international scientific journals after crisis

1. **Kakarougas, C.**, Stavrinoudis, T., & Psimoulis, M. (2023). Evaluating the COVID-19 pandemic changes on hotel organizational culture. *Journal of Global Business Insights*, 8 (1), 80-94. <https://www.doi.org/10.5038/2640-6489.8.1.1189> (The article was originally submitted to the Global Conference on Services and Retail Management (GLOSERV 2021) but was selected by the conference organizing committee and after multiple rounds of revisions/changes was published in the Journal of Global Business Insights).
2. **Kakarougas, C.**, & Papageorgakis, E. (2023). Evaluating the Effectiveness of Training Methods on the Performance of Human Resources in Greek Hotel Businesses. *Journal of Advances in Humanities Research*, 2(1), 62-82. <https://doi.org/10.56868/jadhur.v2i1.102>
3. **Kakarougas, C.** (2022). An evaluation of the impact of the Covid-19 pandemic on the organizational structure and the organizational coordination of hotels. *International Journal of Cultural and Digital Tourism*. (Accepted for publication)
4. Stavrinoudis, T., **Kakarougas, C.**, & Vitzilaiou, C. (2022). Hotel Front Line Employees' perceptions on Leadership and Workplace Motivation in Times of Crisis. *Tourism and hospitality management*, 28 (2), 257-276. <https://doi.org/10.20867/thm.28.2.1>
5. **Kakarougas C.** & Stavrinoudis T. (2021). Examining the interrelationships among reward systems, organizational climate, and cultural changes in the hospitality industry. *Tourism Review International*, 15 (1), 31-46. <https://doi.org/10.3727/154427220X16064144339174>
6. **Kakarougas C.** & Ntzoufras I. (2019). Reward Systems and Cultural Change in the Hospitality Industry an Organizational Approach. *Tourismos 14* (1), 189-210. <https://tourismosjournal.aegean.gr/article/download/567/513>
7. Stavrinoudis, T., & **Kakarougas, C.** (2017). Factors of human motivation in organizations: A first scientific modeling for a more effective application in the

hospitality industry. *International Journal of Cultural and Digital Tourism*, 4 (2), 20-30.
https://iacudit.org/journal/volumes/v4/v4_8-27.pdf

8. Stavrinoudis, T., & **Kakarougkas, C.** (2017). Towards an innovative classification-grouping of variables that compose organizational culture. *Journal of Tourism Research*, 17 (1), 7-25. <https://jotr.eu/index.php/volume17/160-towards-an-innovative-classification-grouping-of-variables-that-compose-organizational-culture>

5.2.2 Chapters in collective volumes after crisis

1. **Kakarougkas, C.**, Stavrinoudis, T., & M aroudas, L. The effect of reward systems on individual and teamwork in the context of a process of organizational culture change. In the *Scientific Volume in honor of Professor Emeritus Leonidas Hytiris* (Accepted for publication).
2. **Kakarougkas, C.** , Stavrinoudis, T., & Psimoulis M (2023). Change and Innovation in Small Family-Owned Hotels in the Pandemic Era: A Delphi Research Method Study Approach. In M. Valeri (Ed.) *Family Businesses in Tourism and Hospitality: Innovative Studies and Approaches* (pp. 69-84). Cham: Springer Nature Switzerland.
3. Stavrinoudis T. , Psimoulis M. _ & **Kakarougkas C.** _ (2022). Classification of HR empowerment methods in hospitality, as presented in the international literature. In Christou, E. & Fotiadis, A. (Eds.). *Restarting Tourism, Travel and Hospitality*. Thessaloniki: SEB-IHU Press <https://www.tourman.gr/rtthl.pdf>
4. Stavrinoudis T. & **Kakarougas H.** (2022). The barriers of organizational learning and knowledge in hotel businesses in times of crisis. Data from the Covid-19 era. In "Modern Dimensions of the Tourism Phenomenon: Honorary Volume in Memory of Professor Pericles N. Lytras", Publications of the University of Western Attica, ISBN 978-618-84016-8-6 National Printing Office.
5. **Kakarougkas C.** & Stavrinoudis T. (2021). COVID-19 impact on the human aspect of organizational culture and learning: The case of the Greek hospitality industry. In Z. Ghaderi and A. Paraskevas (Eds.), *Organizational learning in tourism and hospitality crisis management*. De Gruyter Studies in Tourism. (p. 49) <https://doi.org/10.1515/9783110679120-004>

5.2.3 Presentations at international scientific conferences with results and minutes

1. Psimoulis M., **Kakarougkas C.** & Stavrinoudis T. (2023). *Motivating Human Resources in the Hospitality Industry. A Literature Review*. In 10th International Conference Recent Advancements in Tourism Business, Technology and Social Sciences (IACuDiT 2023). 29- 31 August, Chania, Creta Island.
2. Psimoulis M. , Stavrinoudis T. & **Kakarougkas C.** (2023) . *The impact of successive crises on the performance of Greek hotels and the well-being of its employees* . In 10th

Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference. (Accepted for publication)

3. **Kakaroukas C.** & Papageorgakis E. (2022). *Evaluating the effectiveness of training methods on the performance of human resources in hotel businesses*. In IIARP International Conference on Economics, Business, Tourism & Social Sciences (ICEBTS 2022). (This presentation was selected by the scientific committee of the conference and published in the Journal of Advances in Humanities Research)
4. **Kakaroukas C.** (2022). *Modeling the Elements of Organizational Culture that Formulate the Design of the Internal Environment of Tourist Enterprises A Literature Review*. In IACuDiT 9th International Conference “Tourism, Travel and Hospitality in a Smart & Sustainable World.
5. **Kakaroukas C.** (2022). *A resource-based theory approach evaluation of the Covid-19 associated changes on the organizational design of hotels*. In Tourism, Hospitality & Events International Conference 2022, 22-24 June. <https://theinc2022.files.wordpress.com/2022/06/the-inc-2022-proceedings.pdf>
6. **Kakaroukas C.**, Stavrinoudis T. & Psimoulis M. (2021). Evaluating the covid-19 pandemic associated changes on the hotels' organizational culture. In *Global Conference on Services and Retail Management (GLOSERV 2021)*, 10-13 May . (Participation in the conference required the submission of a full article, but the abstract was published in the conference proceedings. The article was selected by the organizing committee of the conference and after multiple rounds of improvements/changes was published in the Journal of Global Business Insights)
7. Stavrinoudis T., **Kakaroukas C.** & Vitzilaiou C. (2021). Leadership and motivation of human resources in times of crisis. In *Restarting Tourism, Travel and Hospitality: The Day After*. Proceeding of the 4th International Scientific Conference “Tourman 2021”, 21-23 May, Thessaloniki, Greece. https://www.tourman.gr/files/TOURMAN2021_BOOK_OF_ABSTRACTS.pdf
8. Stavrinoudis T. , Psimoulis M. _ & **Kakaroukas C.** _ (2021). Classification of HR empowerment methods in hospitality, as presented in the international literature. In *Restarting Tourism, Travel and Hospitality: The Day After*. Proceeding of the 4th International Scientific Conference “Tourman 2021”, 21-23 May, Thessaloniki, Greece. (This presentation was selected by the scientific committee of the conference and published in the collective volume Restarting Tourism, Travel and Hospitality).
9. **Kakaroukas, C.**, Stavrinoudis, T. & Maroudas, L. (2020). Weighting the ReSCulture Questionnaire: The Impact of Rewards Systems in Hotels' Cultural Change Processes. In *Cultural and Tourism Innovation in the Digital Era* (pp. 543-558). Springer, Cham. Proceeding of the IACuDiT 2019- 6th International Conference, 12-15 June, Athens-Greece. <https://doi.org/10.1007/978-3-030-36342-0>

10. Stavrinoudis, T., & **Kakarougas, C.** (2019). The Synthesis of the Variables Formulates Rewards System Culture (ReSCulture). In *Smart Tourism as a Driver for Culture and Sustainability* (pp. 577-602). Springer, Cham. Proceeding of the IACuDiT 2018- 5th International Conference, 28-30 June, Athens- Greece. <https://doi.org/10.1007/978-3-030-03910-3>
11. Stavrinoudis, T., & **Kakarougas, C.** (2018). A Scientific Modeling of Factors of Human Motivation in Organizations. In *Innovative Approaches to Tourism and Leisure* (pp. 447-464). Springer, Cham. Proceeding of the IACuDiT 2017- 4th International Conference, 25-27 May, Athens- Greece. <https://doi.org/10.1007/978-3-319-67603-6>
12. **Kakarougas, C.** & Stavrinoudis, T (2017). The creation of the ReSCulture research tool, for the investigation of the role of rewards and recognition systems in changing the organizational culture in hotels. Proceeding (abstracts) of the IMIC 2017- *Tourism: Trends, Prospects and Implications for Enterprises and Destinations* , 19-21 October, Santorini- Greece.
13. Marinakos, K., **Kakarougas, C.**, Despotaki, G. & Karageorgou, D. (2017). Business clustering and the cross-sectoral nature of smart tourism: case study the Peloponnese Health Tourism Network in Greece. Proceeding (abstracts) of the IMIC 2017- *Tourism: Trends, Prospects and Implications for Enterprises and Destinations*, 19-21 October, Santorini- Greece.
14. Stavrinoudis, T., & **Kakarougas, C.** (2017). Towards an innovative classification – grouping of variables that formulate organizational culture. Proceedings of the 6th International Conference on “Tourism & Hospitality Management”, 1-3 June, Athens – Greece (This presentation was selected by the scientific committee of the conference and published in the Journal of Tourism Research).
15. Stavrinoudis, T., & **Kakarougas, C.** (2017). A theoretical model of weighting and evaluating the elements defining the change of organizational culture. In *Tourism, Culture and Heritage in a Smart Economy* (pp. 221-237). Springer, Cham. Proceedings of the IACuDiT 2016- 3rd International Conference, 19-21 May, Athens- Greece. <https://doi.org/10.1007/978-3-319-47732-9>
16. Stavrinoudis, T., & **Kakarougas, C.** (2016). A New Model of Weighting and Evaluating the Change of Organizational Culture in Times of Crisis. The Case of Luxury Hotels in Athens. Proceedings of the Surrey 2016- International Tourism, Hospitality and Events Conference, 19-22 July, Surrey- UK.
17. **Kakarougas, C.** (2012) Cultural Change in Hotels: A Research Towards the Human Fear for Change and Ways to Overcome it. Proceedings of the 2nd Advances in Hospitality, Tourism Marketing and Management Conference, 31 May- 3 June, Corfu- Greece.

5.2.4 Presentations at national scientific conferences after judgment with proceedings

1. **Kakarougas, X.** & Stavrinoudis T. (2016). The Barriers to Changing Organizational Culture. Proceedings of the 13th Student Congress of Administrative Science and Technology, May 12, Athens – Greece (In Greek)

5.3 Research activity

Participation in the research team of the project: 80947 - Sustainability skills for HORECA enterprises - Aim2Sustain

Scientific Manager: Stavrinoudis Theodoros.

Date Start: 23/03/2023, Date Expiration date: 22/08/2023

Participation in the research team of the project: 80861 - Action for next generation skills in tourism – PANTOUR.

Scientific Manager: Stavrinoudis Theodoros.

Date Start: 03/08/2022, Date Expiration date: 15/06/2026

5.4 Doctoral thesis

Kakarougas, X. (2018). *The effect of remuneration systems on the stages and processes of organizational culture change in Greek five-star hotels*. University of the Aegean. Faculty of Management Sciences. Department of Business Administration.

5.5 Post-graduate Thesis

Kakarougas, C (2000). *Cultural change processes in hotels. The role of reward systems*. Thames Valley University. Faculty of Tourism, Hospitality and Leisure. (**Appella : Dec. 1**)

5.6 Reviewer in international scientific journals

1. **Review Editor** on the Editorial Board of **Behaviors and Behavior Change in Tourism** (specialty section of *Frontiers in Sustainable Tourism*):
<https://loop.frontiersin.org/people/2175881/bio>
2. **European Business Review** , Emerald Publishing
3. **Journal of Open Innovation: Technology, Market, and Complexity** , MDPI
4. **Sustainability** , MDPI.
<https://www.webofscience.com/wos/author/record/AFD-3632-2022>

5.7 Development of occupational profiles

- 05/2023- 09/2023** : **Expert - Profession representative in the updating of occupational profiles.**
Act "Development, updating and certification of professional outlines and frameworks of educational specifications" with OPS code (MIS) 5075008
INE-GSEE
1. Reservations and Revenue Officer.
 2. Ecoguide (guide of ecological systems).
 3. Quality Department Executive.
- 03/2023- 09/2023** : **Advisor to the occupational profile development teams.**

Act "updating and certifying pr occupational profiles and frameworks of educational specifications" with OPS code (MIS) 5075008

INE-GSEE

1. Hearing aid fitter
2. Graphic Arts Technician
3. Coach
4. Technician of Large Drainage Systems
4. Burner Installer / Maintainer

11/2022- 04/2023

: **Author / Researcher: Update of the occupational profile: "Tourism business management executive".**

Act "Development, updating and certification of occupational profiles and frameworks of educational specifications" with OPS code (MIS) 5075008.

INSET

05/2022- 12/2022

: **Providing advisory support to the occupational profile development teams.**

Act "Interventions to strengthen work, professions and the systematic monitoring of changes in the productive environment" with OPS code (MIS) 5043320.

INE-GSEE

1. Barman
2. Buffet
3. Waiter
4. Systematic Food Services Executive
5. Hotel Receptionist
6. Tourism Animator
7. Medical Tourism Executive (New E.P.)
8. Executive of Conference Tourism (New E.P.)
9. Employee of administrative services of health units (New E.P.)
10. Exercise and Wellness Program Implementation Specialist" (New E.P.)
11. Mountain guide

05/2022- 09/2022

: **Development of the new occupational profile: "Tourist Leader».**

Act "Interventions to strengthen work, professions and the systematic monitoring of changes in the productive environment" with OPS code (MIS) 5043320.

INE-GSEE

06/2009- 09/2009

: **Kakaroukas Ch. & Asvestas A. (2009) Occupational profile "Buffet person"**

Labor Institute of the General Confederation of Greek Workers (INE-GSEE)

5.8 Original Training Manuals

5.8.1 Development of courses and educational material for graduate study programs of Greek universities

1. **Design and implementation of the course "Management and Organization of Tourism Enterprises"** in the inter-institutional postgraduate study program: "Innovation and entrepreneurship in tourism" of the University of Western Attica - Department of Tourism Management, in collaboration with Dr. Theodoros Stavrinoudis.
2. **Planning and implementation of the course "Special and Alternative Forms of Tourism"** in the inter-institutional postgraduate study program: "Innovation and entrepreneurship in tourism" of the University of Western Attica - Department of Tourism Management, in collaboration with Dr. Anna Kyriakaki and Dr. Beautiful Poulaki.

5.8.2 Development of lectures and educational material for postgraduate study programs of Greek universities using the distance education method

2016-2020 : Preparation of educational material and implementation of lectures with electronic means of distance learning in the Interdepartmental master's Program "Strategic Management of Tourist Destinations and Hospitality Businesses" of the University of the Aegean.

5.8.3 Development of courses and educational material for undergraduate study programs of Greek universities

1. **Independent design and implementation of the course "International Reservation Systems"** in the undergraduate curriculum of the Department of Tourism Economics and Management of the University of the Aegean.
2. **Independent design and implementation of the course "Administration and Management of Hospitality Businesses"** in the undergraduate curriculum of the Department of Tourism Economics and Management of the University of the Aegean.
3. **Independent design and implementation of the "Financing of Tourism Enterprises" course** in the undergraduate curriculum of the Department of Tourism Economics and Management of the University of the Aegean.
4. **Independent planning and implementation of the course "Entrepreneurship"** in the undergraduate curriculum of the Department of Tourism Economics and Management of the University of the Aegean.

5.8.4 Development of courses and educational materials for undergraduate study programs of affiliated universities abroad that collaborate with private educational institutions in Greece

1. **Self-sufficient design and implementation of the "Human Resources and Hotel**

Management'' courses Applications' at Metropolitan College according to Queen 's standards Margaret University: Edinburgh in the undergraduate study programs: B A (Hons) International Hospitality and Tourism Management and BA (Hons) Business Management.

5.8.5 Develop courses and training materials for adult vocational training programs

Independent planning and implementation of courses:

- Airfare, Ticket Issuance and Reservation Systems (Amadeus Selling Platform Connect) - Laboratory and theoretical part.
- Tourism I and II
- Organization and Operation of Hotels
- Menu Composition
- Cost List of Preparations
- Control of Goods
- Oenology
- Bar

5.9 Development of a post-secondary vocational education curriculum

04/2019 : **Participating in the guide development team for the two-year vocational training program: Customer Service in the Tourism Sector.**
University of the Aegean
Faculty of Management Sciences
Department of Tourism Economics and Management
Vocational Education Program Director: Dr. Theodoros Stavrinoudis

5.10 Development of curricula, educational materials, and knowledge assessment questions in adult vocational training

08/2023- 11/2023 : **Methodology Consultant**
Development of the Educational Manual and the Subject Bank of the Specialty "Painting Art" of the I.E.K.
KANEP-GSEE

02/2022- 06/2022 : **Scientific Officer in the formulation of the training guide for the specialty: "Communication and Information Technologies in the Travel Industry"**
Act "Formulation of training guides and training manuals of Vocational Training Institutes (VET) with MIS code 5069281
KANEP-GSEE

- 09/2020- 03/2021** : **Consultant to six authors of educational material and subject bank of assessment/certification of knowledge & skills of different subject areas.**
 Support – promotion of the qualitative development of sectoral vocational training and its interconnection with workforce certification procedures in the context of structural adjustment of workers
 GSEE Labor Institute.
1. Electric machine winding craftsman.
 2. Technician for moving and lifting heavy objects of ships and other places (handler).
 3. Online hotel marketing employee.
 4. Skipper of tourist yachts (unmanned).
 5. Thalamipolos – merchant navy chief Thalamipolos.
 6. Employee of Tourist and Travel Agencies
- 11/2016- 01/2017** : **Formation of curriculum, educational material and list of questions/answers for the assessment of knowledge for the profession of " Waiter " .**
 Training and certification of unemployed 29–64-year-olds in cutting-edge industries.
 Ministry of Labour, Social Security & Social Solidarity and INSETE.

5.11 Development of human resource skills certification outlines

- 07/2021- 10/2021** : **Development and writing of the Special Certification Regulations of six (6) Professions/Skills.**
 Labor Institute - GSEE
1. Online Hotel Marketing Officer.
 2. Skipper of tourist yachts (unmanned).
 3. Thalamipolos – Archithalamipolos of the Merchant Navy.
 4. Clinical visitor.
 5. Employee of tourist and travel agencies.
 6. Retail seller.
- 11/2010** : **Configuration of the outline (Syllabus) for the Certification of the Professional Cleaner.**
 ACTA: Aristotle Trainings Assessments Certifications
 Anonymous Company
 Technoblastos of Aristotle University of Thessaloniki
- 10/2010** : **Configuration of outline (Syllabus) for the Certification of the Professional Banker.**

ACTA: Aristotle Trainings Assessments Certifications
Anonymous Company
Technoblastos of Aristotle University of Thessaloniki

08/2010 : **Configuration of the outline (Syllabus) for the Certification of the Professional Flooring.**

ACTA: Aristotle Trainings Assessments Certifications
Anonymous Company
Technoblastos of Aristotle University of Thessaloniki

5.12 Development of business guide

1. Development and writing of drivers (Standard Operating Procedures manuals) for the services of “Room Service, Mini Bar and Butler Service” of hotel King George Palace .

6. Distinction

11/2021 : **2021 JHTM Online Paper Hackathon.**

Formulation of a research proposal that was distinguished as one of the best of Online Paper Hackathon, in the field of "Human Resource Management focusing on gender issues" in collaboration with Alok Kumar & Mark Chris M. Lapuz.
<https://cauthe.org/2021-jhtm-online-paper-hackathon-congratulations-winners-and-participants/m>

7 . Events and Presentations/Lectures

12/2024 : **Coordination and organization of the visit to the Chandris Hotel in the city of Chios as part of the course: International Reservation Systems.**

04/2023 : **Submission " Design Luxurious Work »**
ISG 1st The Luxury Side of Greece Conference
April 29, 30 & May 1, 2023, Santorini
Santos Wines - Santorini

03/2022 : **Coordination and organization of the lecture "Technological Entrepreneurship Program in Tourism: Idea Platform » in the context of the course: Entrepreneurship.**

Guest speaker:

1. Ms. Katerina Saridaki, Director Capsule T Travel & Hospitality Accelerator.

- 11/2021** : **Coordination and organization of the visit to the Chandris Hotel in the city of Chios as part of the course: International Reservation Systems.**
- 11/2021** : **Coordination and organization of the event "Wine in hospitality businesses" within the course Administration and Management of Hospitality Businesses.**
 Invited speakers:
1. Mr. Konstantinos Stefanakidis, Executive of the Directorate of Tourism Education & Training of the Ministry of Tourism, specialist in hospitality and catering.
 2. Mr. Panagiotis Kefalas, Sales & Procurement Manager of ARIOUSIOS S.A.
 3. Ms. Anna Lagou, Public Relations Officer of the company.
- 02/2020** : **Presentation "Tourism: Value and Challenges"**
 Xenos Hotels & Resorts - Three -day Professional Seminar, Zakynthos
 T UI Blue Caravel Resort & Spa
- 11/2019** : **Presentation of an eight-hour specialized practical seminar in Protel.**
 University of the Aegean, Chios
 Department of Tourism Economics and Management
- 10/2019** : **Presentation "Cost Control in F&B outlets: The value of standards"**
 TourismSchool OnTour Tourism School, Kos
 Cypriot Village conference center
- 01/2015** : **Presentation of Mastic at "Pinoume Greece".**
 2nd EXPOTROF Athens
 Hellinikon Exhibition Center
- 04/2015** : **Presentation "Greek Tourism Policy"**
 University of the Aegean, Chios
 Faculty of Management Sciences
 Department of Business Administration

8. Participation in Organizing Committees of International Scientific Conferences

1. **IMIC 2017- Tourism: Trends, Prospects and Implications for Enterprises and Destinations, Santorini- Greece.**

Chairman of session 9B- Hospitality 1

2. IACuDiT 2018- 5th International Conference: Exploring Smart Tourism: The Cultural and Sustainability Synergies, Athens- Greece.

Chairman and Moderator of the 2nd session

9. Professional Registers and Certifications _

- **Registered in the Register of College Teachers (209/2018)**
- **Certified Adult Trainer - EOPPEP (EB 16961)**
- **STEP Codes: 1225, 1350, 2472, 4232, 4240, 5150 and 5199**
- **Registered in the LAEK Registry (35432)**

10. IT knowledge

- Amadeus Selling Platform Connect (Advanced Knowledge)
- Protel (Excellent Knowledge)
- Fidelio (Excellent Knowledge)
- Singular Logic Galaxy Hospitality (Excellent Knowledge)
- Epitome PMS (Excellent Knowledge)
- Hearth (Excellent Knowledge)
- Mercury (Excellent Knowledge)
- SPSS (Advanced Knowledge)
- AMOS (Advanced Knowledge)
- Joomla and Moodle (Excellent Knowledge)
- Dreamweaver (Advanced Knowledge)
- HTML, CSS (Excellent Knowledge)
- Microsoft Windows and Office (Excellent Knowledge)

11. Foreign languages

- English (Excellent Knowledge)
- French (Basic Knowledge)

12. Hobbies - Free time

11/2015 : Participation and Finishing in the Athens Classic Marathon

11/2014

: Participation and Finishing in the Athens Classic Marathon

: Cycling and Music