

Dr. Anoop Kumar

PERSONAL INFORMATION

Date of Birth: Jan 06, 1982
Father's Name: Sh. Kashmiri Lal



RESIDENTIAL ADDRESS

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ACADEMIC CREDENTIALS

Doctorate of Philosophy (Ph.D): Ph.D from Department of Tourism & Hotel Management, Kurukshetra University, Kurukshetra, awarded 05th Feb. 2015, “Guest Perception on Services and Facilities in Catering Establishments on National Highway No-1 (from Delhi to Amritsar)

Master of Tourism Management (MTM): M.T.M from Department of Tourism Management, Kurukshetra University Kurukshetra (2002-2004)

Bachelor of Commerce (B.COM): from University College Kurukshetra, affiliated to Kurukshetra University Kurukshetra (1999-2002)

PROFESSIONAL PROFILE

Academic Experience (July 2009 to Till Date)

Institute of Hotel & Tourism Management, Maharshi Dayanand University, Rohtak

Institute of Hotel & Tourism Management (IHTM) came into existence in Feb 2007 in Faculty of Management Science, M.D University, Rohtak. The Institute is running various programmes of Hospitality and Tourism at Undergraduate and

Post Graduate Level. The Undergraduate programmes of the institute include BHMCT-4Yrs, BTTM-4Yrs. The Post Graduate level programmes includes MHMCT-5Yrs, MHMCT-2Yrs and MTTM-2Yrs. Institute is also running Ph.D programmes.

Duration & Designation: 04th July 2009 to Till Date, Assistant Professor

Responsibilities: The prime responsibilities include teaching to Undergraduate and Post-Graduation Students. Also involved in the research work and currently supervising 04 Ph.D Candidates. Apart from the teaching since joining taking care of Training and Placement of Tourism Management students.

Industry Experience (June 2004 to June 2009)

Cox & Kindly (I) Ltd.

Worked as store manager, Chandigarh. The key responsibilities include taking care of operational aspects of entire store in terms of profitability as well as in terms of operation.

Make My Trip (I) Pvt. Ltd.

Worked as Assistant Manager, Outbound Tours in the Head office located in Gurugram of one of the leading online travel company. The key responsibilities includes developing the various products, doing the contracting and taking care of operation of major destinations like Mauritius, Dubai, Africa, Europe etc.

ORBITZ Corporate & Leisure Travels (I) Pvt. Ltd

A 30 years old company, having more than 14 offices in India & 02 overseas offices in Germany & Dubai. Marjory promoting lots of exhibition in India related to various Industries and also promoting Premium holiday packages for abroad as well as for India under the division called Freedom tours & Discover India Holiday respectively. Worked as Senior Travel consultant (Premium International Freedom Holidays earlier in Ludhiana branch then in Delhi branch. The key responsibilities include selling of Business Tours, Discover India Holidays & International Freedom Holidays packages and taking care of the operational aspects of the sold packages.

Discoveries & Destinations, Ludhiana (Punjab)

A travel house based at Ludhiana catering to various major corporate houses as well as many high net worth frequent flyers. GSA of SOTC Trade Fairs. Company is having of gamut of product ranges from the Best Western Hotels, Eurail Passes, International and Domestic Airlines Ticketing, Tour Packages Both Domestic and International. Worked as Asst. executive Operations and key responsibilities include selling of domestic and International tickets.

MEMBERSHIP OF PROFESSIONAL BODIES:

- ❖ Life Member Indian Tourism & Hospitality Congress

AWARDS & HONOURS:

- ❖ Indian Hospitality Congress Educators Award in University Education (12th Feb. 2016)

ORIENTATION, REFRESHER, FDP & WORKSHOPS

- ❖ Orientation Programme, UGC Academic Staff College, Kurukshetra University Kurukshetra from 09.05.2013 to 05.06.2013
- ❖ Refresher Course, UGC Academic Staff College, Kuruskshetra University Kurukshetra from 03.12.2013 to 23.12.2013
- ❖ Refresher Course, UGC Human Resource Development Center, Bhagat phool Singh Mahila Vishwavidyalaya from 17.05.2018 to 07.06.2018
- ❖ Faculty Development Programme, Institute of Hotel & Tourism Management, M.D University Rohtak from 02.04.2012 to 08.04.2012
- ❖ Sevent Days Workshop on E-Learning Technologies, E-Content Development and MOOCs by FDC, MDU, Rohtak from 20.02.2019 to 26.02.2019
- ❖ Faculty Development Programme on E Learning Technologies by FDC, MDU, Rohtak from 18.07.2019 to 27.07.2019
- ❖ Refresher Course on Technological Reforms in Teaching and Upcoming Trends in ICT (ID) from UGC Human Resource Development Center, Bhagat phool Singh Mahila Vishwavidyalaya from 17-08-2021 to 31-08-2021
- ❖ Faculty Development Programme on Academic Research Writing by Teaching Learning Center Ramanujan College under the Ministry of Education sponsored

Pandit Madan Mohan Malaviya National Mission on Teachers and Teaching (PMMMNTT) scheme from 14-11-2022 to 20-11-2022

PAPER PRESENTATION IN NATIONAL/INTERNATIONAL CONFERENCE/SEMINARS

- ❖ Presented a paper titled “ A Bibliometric Analysis of Research Trends in Job Satisfaction and Organizational Performance Studies in Hospitality and Tourism Domain” In National Seminar Organized by Department of Management Studies Bhagat Phool Singh Mahila Vishwavidyalaya, Khanpur Kalan (Sonapat) as on 8/3/2022
- ❖ Presented a paper titled “Perception and Challenges of Hospitality & Tourism Students towards online teaching “ in National Seminar organized by S.D (PG) College Panipat as on 23/02/2022
- ❖ Presented a paper titled “A bibliometric analysis of hospitality and tourism research in India” in International conference organized by Amity University Uttar Pradesh, Faculty of Hospitality & Tourism as on 23-24 September 2021
- ❖ Presented a paper titled “Evaluation of Community involvement in eco-tourism: A study of Sultanpur National Park, Haryana” in International Conference organized by School of Business Studies, Central University of Karnataka as on 3-5 January 2019
- ❖ Presented a paper titled “Choice based credit system in tourism management” in National Seminar organized by FDC, Maharshi Dayanand University, Rohtak, Haryana as on 01-02 September 2019
- ❖ Presented a paper titled “A Review of Tourist Satisfaction and Travel Agency Services” in International Conference organized by Department of History of Art, Banaras Hindu University, Varanasi, India as on 27/02/2017
- ❖ Presented a paper titled “Impact of Service Quality on Customer Satisfaction: A study of Indian aviation Industry” in International Conference organized by IMSAR,MDU, Rohtak, 2-3 March, 2017

- ❖ Presented a paper titled “Changing Perception of students towards Hospitality Industry: A comparative Analysis” in National Seminar organized by DTHM, KU, Kurukshetra as on 18/03/2017
- ❖ International (within country) Presented a paper titled “Food Safety Knowledge and Hygiene practices of street food vendors in Rohtak Region of Haryana” in International conference organized by IHTM, MDU, Rohtak as on 11/12/2017
- ❖ Presented a paper titled “Job Satisfaction and Organizational Commitment of Female employees working in Indian Travel Agencies” in National Seminar organized by IHTM, MDU, Rohtak as on 17/11/2018
- ❖ Presented a paper titled “Analysis of service quality offered by private catering undertakings located on highways: A study of National Highway No. 1” in International Conference organized by BCIHMCT, New Delhi as on 10-12 February, 2016
- ❖ Presented a paper titled “Sustainability in Today's Scenario” in National Seminar organized by IHTM, MDU, Rohtak as on 27/09/2016
- ❖ Presented a paper titled “Hospitality Internship in India: How do students perceive?” in International conference organized by PCTE Group of Institutes, Ludhiana as on 5/3/2016
- ❖ National Presented a paper titled “An Investigation of Perception of Hospitality Graduates towards the Industry: A gender Perspective” in National Seminar organized by IHTM, MDU, Rohtak as on 17/03/2015
- ❖ Presented a paper titled “Service Quality Analysis of Government Catering Undertakings A Study of National Highway” in International conference organized by Bikaji Cama Subharti Institute of Hotel Management as on 21-22 November 2015
- ❖ Presented a paper titled “Guest perception of service quality in multinational catering undertakings: A study of National Highway No 1” organized by IHTM, MDU, Rohtak as on 25-26 March, 2014
- ❖ Presented a paper titled “Eco Certification for Hotels in India Issues and Challenges” in National Seminar organized by Gaur Brahman Degree College, MDU, Rohtak as on 29-30 March, 2014

- ❖ Presented a paper titled “Guest Perception of Service Quality in Private Catering Undertakings: A Study of NH1” in National Conference organized by IMSAR,MDU, Rohtak as on 28/02/2014
- ❖ Presented a paper titled “A Comparative study of environmental practices adopted by chain & non chain hotels” in National Seminar organized by IHTM, MDU, Rohtak as on 12/2/2013
- ❖ Presented a paper titled “Status of Hospitality Education in India” in National Seminar organized by IHTM, MDU, Rohtak as on 12/4/2013
- ❖ Presented a paper titled “Entrepreneurship opportunities in Travel Agencies” in National Seminar organized by IHTM, MDU, Rohtak as on 2/9/2013
- ❖ Presented a paper titled “Issues in travel agencies A study of NCR Region” in National Seminar organized by IHTM, MDU, Rohtak as on 4/9/2013
- ❖ Presented a paper titled Food Tourism on Highways: A study of National Highway No 1” in International Conference organized by Dev Sanskriti Vishwavidyalaya, Haridwar as on 11-12 October, 2013
- ❖ Presented a paper titled “Guest Perception of service quality a study of government undertaking” in National Conference organized by MMU, Mullana, Ambala as on 15-16 November, 2013
- ❖ Presented a paper titled “Study of Food Catering on Highways: A study of selected catering establishments on National Highway One” in National Conference organized by IHTM, MDU, Rohtak as on 20/02/2012
- ❖ Presented a paper titled “Satisfaction leads to loyalty A study of selected catering establishments on National Highway One” in National Seminar organized by IHTM, MDU, Rohtak as on 25/02/2012
- ❖ Presented a paper titled “Indian Culture Role in Tourism Promotion” in International conference organized by Dev Sanskriti Vishwavidyalaya, Haridwar as on 3-5 March, 2012
- ❖ Presented a paper titled “A study of students perception towards tourism industry” in National seminar organized by IHTM, MDU, Rohtak as on 1/9/2012
- ❖ Presented a paper titled “Sustainable Tourism Need of Present Time” in National Seminar organized by IHTM, MDU, Rohtak as on 1/10/2012

- ❖ Presented a paper titled “Delighted customers the demand of today's scenario with special reference to travel and tourism industry” in National Conference organized by IHTM, MDU, Rohtak as on 09-10 April, 2011
- ❖ Presented a paper titled “Promising Hotels: A guest Prospective” in National Seminar organized by IHTM, MDU, Rohtak as on 09-10 April, 2011
- ❖ Presented a paper titled “Food an important part of culture-A Study of Haryana” in National Seminar organized by IHTM, MDU, Rohtak as on 9/27/2011
- ❖ Presented a paper titled “Guest Perception on Services and facilities in Catering Establishments on National Highway -I from Delhi to Amritsar” in National conference organized by IHTM, MDU, Rohtak as on 20/10/2011
- ❖ Presented a paper titled “Housekeeping Practices in Hospitals: Issues and Challenges “ in International Conference organized by Institute of Tourism Studies University of Lucknow as on 4-5 December 2010
- ❖ Presented a paper titled “Job Quality in the Indian Hospitality Industry: Recent University Hospitality Graduate Perspective” in National Conference organized by MMU, Mullana, Ambala as on 6-7 November, 2009
- ❖ Presented a paper titled “USP of destination-A Tourism Management perspective” in International Conference organized by Institute of Vocational (Tourism) Studies, HP University, Shimla 11-12 September, 2009

INVITED LECTURES

- ❖ Delivered an Extension Lecture on “Service Quality” in MMU, Mullana, Ambala as on 8/8/2015
- ❖ Delivered an Extension Lecture on “Facilitation Services in Hospitality, Tourism & Management CUH, Mahendergarh” as on 9/17/2015
- ❖ Delivered an Extension Lecture on “Travel Documentation” in IHM, Rohtak as on 29/07/2015

RESEARCH ARTICLES PUBLISHED

S No	Title	Name of Journal	Year of Pub	Vol No.	Page No.	Peer Reviewed/UGC Care/Scopus
1	Performance of Government Catering Undertakings on National Highway No 1	Indian Journal of International Tourism & Hospitality Research	2011	5 (1)	70-79	Peer Reviewed
2	Physico-chemical characteristics of buransh (Rhododendron arboreum)-a nutritious and edible flower	Journal of Hill Agriculture	2013	4(1)	50-52	Peer Reviewed
3	An Investigation into Perception of Hospitality Graduates towards Hospitality Industry	Journal of Hospitality Application & Research	2014	9(2)	01 to 10	Peer Reviewed
4	An Investigation of the perception of hospitality graduates towards the industry: a gender perspective	African Journal of Hospitality, Tourism and Leisure	2014	3 (2)	Article No 43	Peer Reviewed
5	Changing Perception of Students towards Hospitality Industry A Comparative Analysis	International Journal of Tourism & Hospitality Review (IJTHR)	2014	1 (1)	7 to 10	Peer Reviewed

6	Hospitality Internship in India: How do Students Perceive?	PCTE Journal of Hospitality Management	2015	1 (1)	55 to 69	Peer Reviewed
7	Guest Perception Towards Services and Facilities in Government Catering Undertakings: A Comparison between Haryana and Punjab Tourism Complexes	Indian Journal of International Tourism & Hospitality Research	2016	6-7 (1)	70 to 81	Peer Reviewed
8	Food Safety and Hygiene Practices among street food vendors- A study of Rohtak city	International Journal of Research in Social Sciences	2019	5 (5-1)	394 to 403	Peer Reviewed
9	Impact of Perceived Airlines Service Quality on Passenger Satisfaction: A Study of Low Cost Airlines Operating In India	International Journal of Research and Analytical Reviews (IJRAR)	2019	6 (1)	674 to 681	Peer Reviewed
10	Exploring the Employees' perception towards the HRM practices in Indian Hotels: An empirical study of Indian Hospitality sector	ZENITH International Journal of Business Economics & management Research	2021	11(1)	33 to 46	Peer Reviewed

11	Human Resource Practices in Indian Hotels: A comparative Study of Employees' Perception During COVID and Pre COVID Era	International Journal of Hospitality & tourism Systems	2021	Special Issue on COVID-19	127 to 136	Peer Reviewed
12	Organizational Commitment and Turnover Intention in Hospitality Sector: A Bibliometric Analysis of 21st Century Publications	Universe International Journal of Interdisciplinary Research (UIJHR)	2021	2 (2)	81 to 91	Peer Reviewed
13	Pandemic outbreak and aviation business survival: Covid-19 impacts, challenges and passengers future expectations in new normalization of Indian domestic aviation.	ZENITH International Journal of Business Economics & management Research	2021	11(1)	16 to 32	Peer Reviewed
14	Perception of Students towards Virtual Mode of Learning in Pandemic: A case of Haryana	Review of International Geographical Education Online	2021	11(12)	1602-1612	SCOPUS

15	Hospitality & Tourism Research during (Covid-19) Pandemic : A Bibliometric Analysis	International Journal of Hospitality and Tourism Systems	2022	15	31-39	SCOPUS
16	Structural equation modeling of airlines service quality: A study of airlines industry in India	Prabandhan: Indian Journal Of Management	2022	15 (6)	28 to 45	SCOPUS
17	Analysing Research Trends in Indian Hospitality and Tourism Sector: A Bibliometric Analysis for the Period 2000-21	Atna Journal of Tourism Studies	2022	17(2)	35-68	UGC Care Listed
18	Exploring the Key Drivers of Exceptional Dining Experiences: A Study of Eateries along National Highway 44	Atna Journal of Tourism Studies	2023	18 (2)	143-165	UGC Care Listed
19	Time Series and Machine Learning For Hotel Revenue Management: A Review of Recent Advances and Implications	International Journal of Current Science (IJCS PUB)	2023	13 (2)	459-462	Peer Reviewed

RESEARCH SUPERVISION

PhD Thesis Awarded:	01
PhD Thesis Submitted:	02
PhD Thesis Ongoing	01

I hereby declare that above information is true and best to my knowledge.

(ANOOP KUMAR)