

San Diego State University
Hospitality and Tourism Management Program



Beth G. Chung-Herrera, Ph.D.
Associate Professor of Management

Professional Background:

Dr. Chung-Herrera is currently a faculty member in the College of Business Administration who teaches coursework in the HTM program. She previously worked as a consultant for Personnel Decisions International and also as an independent consultant for various Fortune 500 companies. In addition, she was an assistant professor in Cornell University's School of Hotel Administration where she taught courses in human resources management and organizational behavior. She is a former co-chair of the Membership Committee and the Committee for Ethnic Minorities for the Society of Industrial and Organizational Psychology.

Education:

Ph.D., M.A., Industrial/Organizational Psychology from University of Maryland, College Park
B.A., Psychology from University of California Berkeley.

Objectives:

To continue teaching Organizational Behavior, HRM, and Group Process and Leadership to both the graduate (MBA) and undergraduate level. To increase visibility and collaboration with faculty for the Center for Hospitality and Tourism Research. Primary research interests are in services management (specifically the interface between customers and employees), diversity management, and leadership competencies.