

ALANA K. DILLETTE

717 Ostend Ct, San Diego, CA 92109

Phone: (305) 588 2788

E-mail: adillette@sdsu.edu

MISSION STATEMENT

To inspire and empower lasting solutions in the hospitality and tourism field through creative research, teaching & mentorship at the University level.

EDUCATION

PHD, Hotel & Restaurant Management 2016
Department of Nutrition, Dietetics & Hospitality Management, College of Human Sciences
Auburn University

MS, Hotel & Restaurant Management 2012
Department of Nutrition, Dietetics & Hospitality Management, College of Human Sciences
Auburn University

BS, Hotel & Restaurant Management 2010
Department of Nutrition, Dietetics & Hospitality Management, College of Human Sciences
Minor: Business Foundations
Auburn University

ACADEMIC EXPERIENCE

Associate Professor 2022 – present
L. Robert Payne School of Hospitality & Tourism Management
San Diego State University

Assistant Professor 2016 - 2022
L. Robert Payne School of Hospitality & Tourism Management
San Diego State University

University Instructor 2013 - 2016
Hotel and Restaurant Management Program
Auburn University

PROFESSIONAL GROWTH

Refereed Journal Articles

Post Tenure

1. Dillette, A., Benjamin, S., & Alderman, D. (2024). Traveling to escape, resist, and belong: centering black experiences within tourism scholarship. *Tourism Geographies*, 26(1), 1-12.
2. Ponting, S., & Dillette, A. (2023). Emotional labour and fluctuating researcher identities. *Hospitality & Society*, 13(1).
3. Adu-Ampong, E. A., & Dillette, A. (2023). Commemoration and commodification: slavery heritage, Black travel and the# YearofReturn2019 in Ghana. *Tourism Geographies*, 1-20.
4. Benjamin, S., Dillette, A., & Kline, C. (2023). Come on, baby, smile: moving through women's anger while travelling. *Annals of Leisure Research*, 1-7.
5. Ponting, S. S. A., & Dillette, A. (2023). Diversity, equity, and inclusion practices: a Delphi study to build a consensus in hospitality and tourism organizations. *International Journal of Contemporary Hospitality Management*.
6. Bernard, S., Dillette, A., & Benjamin, S. (2023). Race and ethnicity in hospitality management: A review of five major journals. *Journal of Global Hospitality and Tourism*, 2(2), 134-155.
7. Benjamin, S., Dillette, A., & Robinson, E. (2022). Black travel is not a monolith. *Tourism Geographies*, 1-19.
8. Yeager, E. P., Benjamin, S., Dillette, A., & Goad, A. (2022). Developing self-efficacy through transformative field experiences in tourism pedagogy. *Journal of Teaching in Travel & Tourism*, 22(3), 242-249.
9. Benjamin, S. and Dillette, A. (2022) "Living in a Black and White world: The value of reflexivity in social equity research", *e-Review of Tourism Research*, 18(5), pp. 677–691.

Pre-tenure

10. Dillette A. (2022) Exploring biracial identity through roots travel. Auto-ethnography. Submitted: *Tourism, Culture and Communication*, 22, 231-246.
11. Dillette, A., & Benjamin, S. (2021). The Black Travel Movement: A Catalyst for Social Change. *Journal of Travel Research*, 0047287521993549. 13% acceptance
12. Benjamin, S., & Dillette, A. K. (2021). Black Travel Movement: Systemic racism informing tourism. *Annals of Tourism Research*, 88, 103169.
13. Dillette, A. & Ponting, S. S. A. (2021) Diffusing innovation in times of disasters: considerations for event management professionals. *Journal of Convention & Event Tourism*, DOI: 10.1080/15470148.2020.1860847
14. Dillette, A. (2020). Roots tourism: a second wave of Double Consciousness for African Americans. *Journal of Sustainable Tourism*, 1-16. 15% acceptance
15. Dillette, A. K., Douglas, A. C., & Andrzejewski, C. (2020). Dimensions of holistic wellness as a result of international wellness tourism experiences. *Current Issues in Tourism*, 1-17. 10% acceptance
16. Benjamin, S., Dillette, A., & Alderman, D. H. (2020). "We can't return to normal": committing to tourism equity in the post-pandemic age. *Tourism Geographies*, 1-8. 20% acceptance

17. Ponting, S. & Dillette, A. (2020). (Dis)connected organizational identity of multinational hotel corporations: Employee insights from a Mexican Luxury hotel property. *Tourism and Hospitality Research*, 1-13. DOI:10.1177/1467358420970633. 20% acceptance
18. Dillette, A. K., Benjamin, S., & Carpenter, C. (2019). Tweeting the Black travel experience: social media counternarrative stories as innovative insight on #TravelingWhileBlack. *Journal of Travel Research*, 58(8), 1357-1372. 13% acceptance
19. Dillette, A. K., Douglas, A. C., & Andrzejewski, C. (2018). Yoga tourism—a catalyst for transformation? *Annals of Leisure Research*, 1-20. 25% acceptance
20. Dillette, A., & Sipe, L. (2018). A Systematic Framework of Experiential Learning: Challenging Educators to Make College more than an Aggregation of Credits. *Creative Education*, 9(09), 1426.
21. Dillette A., Douglas, A. & Martin, D. Do Vacations Really Make Us Happier? Exploring the Relationships between Wellness Tourism, Happiness and Quality of Life. *Journal of Tourism and Hospitality*, 7(3), 1-10.
22. Dillette, A. K., Douglas, A. C., Martin, D. S., & O'Neill, M. (2017). Resident perceptions on cross-cultural understanding as an outcome of volunteer tourism programs: the Bahamian Family Island perspective. *Journal of Sustainable Tourism*, 25(9), 1222-1239. 15% acceptance

Refereed Book Chapters in Edited Books

1. Benjamin & Dillette IN Slocum, S. L. (Ed.). (2023). *Inclusion in Tourism: Understanding Institutional Discrimination and Bias*. Taylor & Francis.
2. Dillette A. (2020) Black Travel: An exploration of Travel & Race in America. in Pforr, C., Volgger, M., & Dowling, R. (2021). *Consumer Tribes: A Tourism Perspective on Shared Experiences, Emotions, and the Passion for a Specific Interest*. In *Consumer Tribes in Tourism* (pp. 3-10). Springer, Singapore.
3. Benjamin, S. & Dillette, A. (2021) Dismantling the Ivory Tower: A narrative ethnography between two critical scholars in Higgins Desbiolles, F. Doering, A. & Bigby, B. (2021). *Socialising Tourism for Systemic Change* (pp. forthcoming). Routledge, United Kingdom. ISBN: 9780367759223

Edited Special Issues

1. Dillette A., Benjamin A., & Alderman, D. Unpacking Black Tourism. *Tourism Geographies Special Issue Editors*.
2. Kline C., Dillette, A., & Benjamin, S. Women Anger & Tourism. *Annals of Leisure Research Special Issue Editors*.

Industry Publications

1. Dillette A. & Benjamin, S. (2022) [Why these Professors Helped Create a ‘History of Black Travel Timeline’](#). Conde Naste Traveler.
2. Dillette A. Benjamin S. (2021). [Black Travel is not a Monolith](#). AFAR Media.
3. Barzey, U., Beckford, G., Benjamin S., Delahaye, D., Dillette, A., King, P., Konfa, K., Lewis, M. (2021). [History of Black Travel](#). Black Travel Alliance and Tourism RESET.

4. Benjamin, S., Bernard, S. Dillette, A., Lewis, M. Robinson, E. & Robinson, D. (2020). BIPOC Diversity in Travel Consensus. Nomadness Travel Tribe and Tourism RESET.
5. Testa, M. R., Winston, C., Hilmer, T., & Dillette, A. (2017). [Balboa Park Benefits Study](#). How San Diego's Crown Jewel Impacts the Economy, Environment, Equity and More. *Balboa Park Benefits Study*.

Refereed Conference Publications

1. **Dillette, A.** & Douglas, A.C. (2015). Toward an Understanding of Cross-Cultural Interaction between Residents and Tourists: The Case of Bahamian Family Islands. Travel and Tourism Research Association: Advancing Tourism Research Globally
2. **Dillette, A.** & Douglas, A.C. (2013). Exploring cross-cultural understanding as an outcome of volunteer tourism programs: A mixed methods approach. 18th Graduate Education & Graduate Student Research Conference in Hospitality & Tourism

Publications Under Review

1. Dillette, A., Ponting S., & Sipe, L. Fostering Inclusive Learning: A Case Study of a DEI Shared Experience Week in Hospitality & Tourism Education. *Submitted, Under review: Journal of Teaching in Travel & Tourism*

Writing in Progress

1. Dillette, A. Benjamin, Tucker, C. Bernard, S. Uncharted Horizons: Exploring the Significance of Black Travel History through Collaborative Efforts between Industry and Academia. *Targeting: Journal of Travel Research*

Working Projects

1. Dillette, A, Bernard, S., & Benjamin, S. A profile of the BIPOC traveler. Targeting: Tourism Management. *(Data analysis in progress)*
2. Benjamin, S., Dillette, A., & Robinson, E. Is it a movement or a moment? Black Travel. (Data analysis in progress)

Scholarly Awards

1. Dillette A. & Benjamin S. (2018). Tweeting the Black Travel Experience: Social Media Counter-Narrative Stories as Innovative Insight on #TravelingWhileBlackTravel and Tourism Research International Conference, Miami, Florida June 26-28, 2018. Best Paper Award.
2. Sipe, L. & Dillette, A. (2017) The HTM Signature E-Portfolio: Integrating coursework, high impact experiences, and professional passions to develop leaders in the experience economy. Best Paper Award. Amount received: \$250

Conference Workshops and Presentations (Peer Reviewed)

1. Dillette A., Benjamin S., Bernard, S. & Tucker, C. (2024). Uncharted Horizons: Exploring the Significance of Black Travel History through Collaborative Efforts between Industry and Academia. Travel and Tourism Research International Conference, Burlington, Vermont, June 13– 15, 2024.
2. Ponting, S.S.A., Dillette, A. & Sipe, L. (2024) What happened to hospitality service-leadership competencies? A 12-year follow-up study, WFCHRIE conference, Denver, CO, Feb 1-3, 2024
3. Dillette, A. & Sipe, L. (2024) Cultivating inclusion: A workshop on promoting equity, belonging, diversity and inclusion in teaching, WFCHRIE conference, Denver, CO, Feb 1-3, 2024
4. Benjamin S., & Dillette, A. Real Talk: Embracing Differences & Fostering Unity Across Travel & Tourism. Travel and Tourism Research International Conference, St. Louis, Missouri, June, 2023.
5. Benjamin S. & Dillette, A. (2021). Black Travel movement: Systemic racism informing tourism. Critical Tourism Studies Conference, Montreal, Quebec, Canada (Virtual) June 20 – 21, 2021.
6. Dillette A. & Benjamin S. (2021). Living in a Black and White world: The value of reflexivity in social equity research. Critical Tourism Studies Conference, Montreal, Quebec, Canada (Virtual) June 20 – 21, 2021.
7. Benjamin, S. & Dillette, A. (2021) Growth through reflexivity: We are living in a Black and White world. Travel and Tourism Research International Conference (Virtual) June 16 – 18, 2021.
8. Dillette, A. & Benjamin, S. (2021) Black travel is not a monolith. Travel and Tourism Research International Conference (Virtual) June 16 – 18, 2021.
9. Dillette A. (2019). Roots Tourism: Diaspora Africans returning home in search of Identity? Fourth Annual Conference on Tourism and Leisure Studies, Miami, Florida, May 16-18, 2019
10. Benjamin, S., & Dillette. (2019) Issues of diversity and inclusion in tourism and leisure studies. Fourth International Conference on Tourism and Leisure Studies. Florida International University. Miami, Florida, May 16-18, 2019.
11. Benjamin, S., & Dillette, A. (2019) Black Travel: More than just a Movement. Travel and Tourism Research Association Annual Conference. Melbourne, Australia, June 26 - 28, 2019.
12. Dillette A. & Douglas, A. (2018). Do Vacations Really Make us Happier? Exploring the Relationships between Tourism, Wellness and Quality of Life. The 2018 ICHRIE Annual Research Conference, Palm Springs, California July 25-27, 2018
13. Dillette A. (2018) Race and Ethnicity: A Review of Major Hospitality and Tourism Journals. The 2018 ICHRIE Annual Research Conference, Palm Springs, California July 25-27, 2018
14. Dillette A. & Benjamin S. (2018). Tweeting The Black Travel Experience: Social Media Counter-Narrative Stories as Innovative Insight on #TravelingWhileBlack Travel and Tourism Research International Conference, Miami, Florida June 26-28, 2018
15. Dillette, A. & Benjamin, S. (2017) Traveling While Black: Storytelling Through Twitter. Critical Tourism Studies Conference: Understand Tourism – Change Tourism, Understand Ourselves, Change Ourselves.

16. Benjamin, S. & Dillette, A. (2017) Issues of Diversity & Inclusion in Hospitality & Tourism – A discussion amongst scholars. Critical Tourism Studies Conference: Understand Tourism – Change Tourism, Understand Ourselves, Change Ourselves.
17. Dillette, A. & Sipe, L. (2017) Exploring High Impact Experiences using Kolb's Experiential Learning Theory in Hospitality and Tourism Education. The 2017 WEST CHRIE Conference.
18. Sipe, L. & Dillette, A. (2017) The HTM Signature E-Portfolio: Integrating coursework, high impact experiences, and professional passions to develop leaders in the experience economy. The 2017 WEST CHRIE Conference.– Best Paper Award
19. Dillette, A. & Douglas, A. C. (2015). Wellness Tourism: Understanding the Outcomes and Experiences of Wellness Tourists using the PERMA Model of Well-Being. The 2015 ICHRIE Annual Research Conference, Orlando, Florida July 29-31, 2015
20. Dillette, A. & Douglas, A.C. (2015). Toward an Understanding of Cross-Cultural Interaction between Residents and Tourists: The Case of Bahamian Family Islands. Travel and Tourism Research International Conference, Portland, Oregon June 15-18, 2015
21. Dillette, A. (2015). The effects of wellness tourism on travelers overall quality of life. This is Research: Student Symposium, Auburn, Alabama April 13th, 2015
22. Dillette, A. & Douglas, A. C. (2015). 'Eudaimonia' as an outcome of wellness tourism? An exploratory study of wellness travelers using self-determination theory. The 20th Annual Graduate Student Research Conference in Hospitality & Tourism, Tampa, Florida January 8-10, 2015.
23. Dillette, A. & Douglas, A. C. (2014). Exploring and Comparing the Perceptions of Bahamian Family Islanders and Volunteer Tourists. World Leisure Congress, Mobile, Alabama September 7-12 2014
24. Dillette, A., Townsend, K., & Douglas, A. C. (2014). The impacts of sport tourism: A review of knowledge and methods. The 2014 ICHRIE Annual Research Conference, San Diego, CA, July 29-August 1, 2014.
25. Dillette, A. & Douglas, A. C. (2013). Exploring cross-cultural understanding as an outcome of volunteer tourism programs: A mixed methods approach to volunteer tourism, social exchange theory, cross-cultural understanding. The 18th Annual Graduate Student Research Conference in Hospitality & Tourism, Seattle, Washington January 3-5, 2013.
26. Ubi, M., Dillette, A. & Douglas, A. C. (2013). Exploring brand loyalty: residents and non-residents' perceptions of locally-owned versus multinational hotel brands in Nigeria. The 18th Annual Graduate Student Research Conference in Hospitality & Tourism, Seattle, Washington January 3-5, 2013.
27. Dillette, A. & Douglas, A.C. (2013) Experiential Learning as a Tool for Hospitality and Tourism Students. 1st Annual College of The Bahamas Culinary and Hospitality Management Institute Conference, Nassau, Bahamas September 18-20 2013
28. Dillette, A. & Douglas, A. C. (2012). Local residents' perceptions on the impacts of tourism: a case study of the family islands of The Bahamas. The 17th Annual Graduate Student Research Conference in Hospitality & Tourism, Auburn, Alabama, January 5-7, 2012.
29. Dillette, A. & Douglas, A. C. (2011). Swim Bahamas: An exploratory study into the perception of Bahamian Islanders vs. the attitudes of the 'Voluntourist'-A Case Study. The Spring 2011 South Eastern CHRIE meeting, Georgia State University, Atlanta, Georgia, February 25, 2011.

Funded Research Grants

1. Dillette A. (2021). Mapping Black Travel. Funding Source: University Grants Program, San Diego State University. Amount received: \$9559
2. Dillette, A. & Douglas, A.C. (2015). Wellness Tourism: An application of positive psychological theory to overall quality of life. Funding Source: HRMT Graduate Research Fellowship. Amount received: \$1000
3. Dillette, A. & Douglas, A.C. (2014). Tourism Destination Competitiveness: An Examination of Alternative Tourism Development in Small Island Developing States Graduate Dissertation Grant. Funding Source: Auburn University Graduate School. Amount received \$300
4. Dillette, A. & Douglas, A.C. (2011). Swim Bahamas: An exploratory study comparing the perceptions of Bahamian Islanders and US college students on an alternative volunteer tourism spring break program. Funding Source: South Eastern Travel & Tourism Research Association's Student Research Fellowship Award. Amount received \$750
5. Dillette, A. & Douglas, A.C. (2011). Swim Bahamas: An exploratory study comparing the perceptions of Bahamian Islanders and US college students on an alternative volunteer tourism spring break program. Funding Source: Malone Zalen Graduate Research Fellowship Award. Amount received: \$1250

Grants Submitted (Unfunded)

1. Dillette, A. (2016). Understanding the Black Travel Movement: Characteristics, Motivations and Experiences. Funding Source: University Grants Program, San Diego State University. Amount not awarded: \$10,000
2. Dillette, A. & Douglas, A.C. (2015). 'Eudaimonia' as an Outcome of Wellness Tourism? An Exploratory Study of Wellness Travelers using Self-Determination Theory. Funding Source: Southeastern Travel & Tourism Research Association's Student Research Fellowship Award. Amount not awarded: \$1000
3. Dillette, A. & Douglas, A.C. (2015). Wellness Tourism: An application of positive psychological theory to overall quality of life. Funding Source: Tourism Cares Graduate Research Grant. Amount not awarded: Unknown

Research Leadership & Participation in Professional Associations

<u>Tourism RESET</u> Collaborative <i>Co-Director & Research Fellow</i>	2017 - present
Travel and Tourism Research Association <i>Qualitative Research Workshop Chair</i>	2020 - present
Travel and Tourism Research Association <i>Member</i>	2015 - present
International Council on Hotel, Restaurant and Institutional Educators	2014 - present

Member

Travel and Tourism Research Association 2021
BIPOC Special Issue Track Chair

Black Graduate and Professional Student Association 2012 – 2016
Board Member

Eta Sigma Delta International Hospitality and Tourism Society 2010 - present
Member

TEACHING EFFECTIVENESS

Students Supervised

Cassie Horg-Aaron, Masters Student 2018 – 2020
Thesis Title: The Influence of High-Impact Practices on Career Readiness

Courses Taught

Recreation Travel and Self-Awareness (RTM 200) 2020 – Present
This General Education course actively addresses how participation in recreation and travel can impact individual and societal well-being, including how recreation and travel are influenced by powerful economic, socio-cultural, environmental and political forces.

Leadership Explorations and Applications (HTM 601) 2019 – Present
This Masters level course explores the groundwork for leadership development in the hospitality and meetings and events industries.

Service Leadership Development (HTM 301) 2017 – Present
Experiential learning course that explores service leadership theory using industry metrics, with a focus on individual assessment and development of leadership competencies.

Introduction to Recreation & Tourism Management (RTM 101) 2017 – Present
Comprehensive introductory course that engages students in the concepts of leisure, recreation and play.

Introduction to Hospitality & Tourism Management (HTM 201) 2016 – Present
Introductory course that explores the vast diversity and uniqueness of the hospitality and tourism industry through unique assignments and engagement activities.

Quantitative and Qualitative Literacy in Tourism (RTM 290) 2018 – 2020
Course provides students with the groundwork for understanding, how to gather, synthesize and provide actionable insight from hospitality and tourism data using real world cases.

Critical Sustainable Tourism Studies (HRT 484) 2020

Invited Guest, Global Studies in Human Sciences, University of Tennessee, Knoxville

Hotel Management (HTM 320) 2016

Junior level course exploring hotel operations through profit driven initiatives and brand reputation.

Global Challenges (GSHS 2000) 2014-2015

Problem based learning course focused on the complexities of global world challenges related to human sciences at Auburn University.

Lodging Operations (HRMT 2500) 2014-2016

Sophomore level class focused on the functionality of a full-service hotel offered at Auburn University.

Introduction to Hospitality Management (HRMT 1010) 2013-2016

Introductory course for students interested in pursuing a degree in hospitality and tourism at Auburn University.

Special Topics Speaker - Volunteer Tourism 2014 & 2015

Invited Guest, Global Studies in Human Sciences, Auburn University

Hospitality Marketing Teaching Assistant 2014

Invited Guest, Hotel & Restaurant Management Program, Auburn University

Curriculum Development & Teaching Innovations

Community of Practice, CSU Equity in Action Grant 2022-2023

As a member of the 2022-2023 SDSU Community of Practice cohort, I worked with other Faculty and embedded tutors over the course of two semesters to embed and include more equitable practices and course design in my HTM 201 (Introduction to Hospitality and Tourism Management) course.

Recreation, Travel and Self-Awareness (RTM 200) 2020

As a member of San Diego States Summer 2018 Course Transformation Academy, I developed and wrote brand new course to fill a gap in the General Education area of Lifelong learning. Subsequently, this course was submitted to the curriculum committee and approved to begin in Fall 2020 at the Sophomore level open to all students at the University.

Meetings & Events Masters Program (HTM 601) 2019

Team member who worked to develop and teach the Leadership Applications & Explorations course in the first ever Masters in Meetings & Events in North America. Program was developed in collaboration with Meeting Professionals International (MPI).

Quantitative and Qualitative Literacy in Tourism (RTM 290) 2018

In order to fill a gap in our program of qualitative and quantitative literacy, I developed and wrote a new course syllabus and assignments for a new course in the HTM core curriculum at San Diego State University. The course focuses on Sophomore level students learning and developing business skills to quantify data and use qualitative data in strategic decision making.

HTM Signature E-Portfolio 2017

Together with a group of colleagues at SDSU, I worked to develop the HTM E-Portfolio as signature work for a grouping of seven core hospitality leadership courses. Utilizing this portfolio, HTM students engage in an iterative cycle that begins with envisioning the ideal hospitality leader, assessing strengths and weaknesses, and creating a personalized leader development plan.

Merging HTM 201 & RTM 101 2017

During the 2016-2017 academic year, a need was identified to re-design the current curriculum, which included merging the two Introduction classes offered in our school. I took on the task of re-designing and teaching this combined course.

The Bahamian Touristscape Study Abroad Program 2013

Together with one other professor at Auburn University, I co-developed and taught a Faculty led study abroad program in The Bahamas. Initial work included the development of a course curriculum, including assignments, development of teaching material and coordination with contacts in The Bahamas. Components of the trip included site visits and tours, job shadowing, panel discussions with industry as well as interactive and experiential learning.

Teaching Awards

Most Influential Faculty Member 2018, 2021 & 2022

Selected by outstanding Graduate in HTM, San Diego State University

Outstanding Professor 2017

Professional Studies and Fine Arts College Council, San Diego State University

Professional Development in Teaching

SDSU Course Design Institute for Online Teaching & Learning 2021

San Diego State University, CDI

SDSU Flexible Course Design Institute 2020

San Diego State University, Flexible Course Design Institute

Course Transformation Academy 2018

San Diego State University Center for Teaching & Learning

Introduction to Teaching Online using QLT 2018

California State University Chancellors Office Online Course

Build a Batter Syllabus 2016

San Diego State University Center for Teaching & Learning

Designing Lectures for Increased Student Engagement 2016

San Diego State University Center for Teaching & Learning

Art across the curriculum: Enriching any course with arts infusion 2016
San Diego State University Center for Teaching & Learning

Collaborative Learning: Tools for the Traditional Classroom 2015
The Biggio Center for the Enhancement of Teaching and Learning, Auburn University

Problem Based Learning Workshops 2014 – 2015
Dr. Kate Thornton, Director of Global Education, Auburn University

Active Learning Seminar 2014
Eric Mazur, Harvard University

SERVICE FOR THE UNIVERSITY, PROFESSION AND COMMUNITY

Service for the Department

- | | |
|---|----------------|
| 1. Diversity Planning Committee Chair | 2020 – present |
| 2. Faculty Advisor National Society for Minorities in Hospitality | 2016 – present |
| 3. Curriculum Committee | 2018 |
| 4. Reappointment, Tenure & Promotion Policy File Committee Chair | 2017- 2018 |
| 5. Mentor Edge Program | 2017 |

Service for the College

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|---|----------------|
| 1. University Inclusion Council | 2020 – present |
| 2. PSFA Diversity Liaison | 2020 – present |
| 3. PSFA Diversity Council | 2020 – present |
| 4. PSFA Diversity Council Chair (Interim) | 2023-2024 |

Service for the University

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|---|----------------|
| 1. Institute for Dialogue and Social Justice Fellow | 2019 – present |
| 2. Learning Outcomes Assessment Team Member | 2014 - 2015 |

Service for the Profession

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|---|----------------|
| 1. Tourism RESET Co-Director | 2017 – present |
| 2. TTRA Qualitative Research Methods Workshop Chair | 2019 – Present |
| 3. Special Issue Editor - Annals of Leisure Research | 2020 |
| 4. Invited Research Workshop at The University of Tennessee | 2019 |
| 5. Invited Workshop Speaker – National Society of Minorities in Hospitality | 2018 - 2019 |
| 6. ICHRIE Conference Review Committee | 2018-2019 |
| 7. Black Graduate and Professional Student Association, Board Member | 2013 – 2014 |
| 8. The Hospitality Gala Volunteer | 2009 – 2012 |
| 9. Manuscript Reviewer | |
| • Annals of Tourism Research | |
| • Journal of Sustainable Tourism | |

- Tourism Management
- Tourism Geographies
- International Western CHRIE Conference
- Travel and Tourism Research Association Conference

Service for the Community

Invited Presentations & Workshops

1. Dillette A. (2024) *Amplifying BIPOC Voices: Strategies for Sharing Research Across Major Media Outlets*. Invited speaker at Auburn University, Auburn, AL, October 16, 2024.
2. Ponting S. & Dillette, A. *Cultivating inclusion: A dynamic workshop on promoting equity, belonging, diversity and inclusion in the meetings & events industry*. Invited speaker at MPI WAVE Conference, San Diego, CA, September 16 2024 .
3. Dillette, A. (2024) *Developing authentic research through methods, curiosity & community*. Invited speaker at Auburn University, Auburn, AL, April 19, 2024.
4. Dillette A., *Fostering authentic research through methods, curiosity & community*. Invited speaker at Virginia Tech University, Blacksburg, Virginia, August 30, 2024
5. Dillette A. (2023) *Travel effects of overtourism and social media*. Invited speaker at NOMADNESS Travel Fest, Louisville, Kentucky. September 30, 2023.
6. Dillette A., & Ponting, S. (2023) *Inclusive Horizons: Building Diversity, Equity & Inclusion in Tourism through Data*. Invited speaker at Tourism Diversity Matters Conference, Philadelphia, Pennsylvania, October 2023.
7. Dillette A. Benjamin, S. Robinson, E. (2022) *Traveling in Color: The BIPOC Data Story*. Invited speaker at NOMADNESS Travel Fest, Newark, New Jersey. September 9, 2022.
8. Dillette, A. (2021) *The Black CVB Leaders Open Letter to the Industry: A Year Later, The Outcomes, Opportunities & Challenges*. Tourism Diversity Matters. Destinations International Annual Convention, Baltimore, MA. July 14, 2021.
9. Dillette, A. (2021). Audacity Festival. Panelist: Bridging the Gap: From Industry to Influencer Panel. May 1, 2021.
10. Dillette, A. & Robinson, D. (2021) *Black Travel & Tourism in San Diego*. Workshop Sponsored by San Diego Tourism Authority. May 11, 2021.
11. Dillette A. & Benjamin, S. (2021) *Co-Creating an Equitable Landscape for Travel: A Workshop with Tourism RESET*. North Carolina State University. January 29, 2021.
12. Benjamin, S. & Dillette, A. (2021) *Mapping the Black Travel Experience. Healing through history webinar series*. Sponsored by Unheard Voices of Louisiana. October 23, 2020. <https://gumbomarie.com/>
13. Robinson, E., Dillette, A. & Benjamin, S. (2021) *Unpacking the data: Race, Diversity & Equity in the tourism industry*. WeTravel. June 18, 2021.
14. Robinson, E., Dillette, A. & Benjamin, S. (2021). *Unpacking the data: Race, Diversity & Equity in the tourism industry*. Travel Oregon. June 16, 2021.
15. Robinson, E., Dillette, A. & Benjamin, S. (2021) [*Meet the experts: Unpacking the data: Race, Diversity & Equity in the tourism industry*](#). Adventure Travel Trade Association. May 25, 2021.

16. Robinson, E., Benjamin, S., & Dillette, A. (2021) *BIPOC Travelers: Bringing the numbers to life*. Destinations International 2021 Marketing & Communications Summit. April 29, 2021.
17. Dillette, A., Dunn, J., Lewis, M. & Smith, B. (2020). *(Re) Frame: Structural Racism in Hospitality and Tourism*. Institute for Dialogue & Social Justice. San Diego, CA. November 20, 2020.
1. Dillette, A. (2020) An Opportunity to Hit the Reset Button on Responsible Travel. Panelist for MMGY Global Summit at Vail. October 7, 2020.
18. Dillette A. & Benjamin, S. (2020) Graduate Director of School of Hospitality and Tourism Management at Purdue University Graduate Colloquium. September 25, 2020.
19. Dillette, A., Benjamin, S., & Carpenter, C. (2019). *Exploring the Black Travel Movement and Beyond*. March 28, 2019. Beck Cultural Exchange Center, Knoxville, TN.

Mass Media Engagement & Recognition

1. Essence Magazine - [The Infamous Airbnb Property Wasn't a Slave Cabin but it Exposed Something Deeper](#). August 19, 2022
2. AFAR Media – [Black Travel is not a Monolith](#). February 12, 2021
3. University of Tennessee Knoxville, College of Health & Human Sciences Spotlight – [Tourism RESET Challenges Patterns of Social Inequity in the Tourism Industry](#). April 22, 2021.
4. Inside Events Podcast – [Amplifying Black Voices in Tourism and Meetings and Events](#). July, 2020.
5. The Conversation – [Can roots tourism build social justice? A case study of travelers to Ghana provides insights](#). June 23, 2020.
6. Trip Doctor Podcast – [Travelling While Black](#). October 1, 2018.

Work for the Community

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| 1. Tourism Diversity Matters Research Consultant | 2021 |
| 2. Black Travel Alliance Research Committee Member | 2020 - present |
| 3. MMGY Black Traveler Study Committee Member | 2020 |
| 4. Nomadness Travel Tribe Black Traveler Study Research Consultant | 2020 |
| 5. Four Seasons Name the Unnamed Project Consultant | 2018 |
| 6. Balboa Park Conservancy Project | 2017 |
| 7. Black History Swimming Invitational Clinic Host | 2011 |
| 8. Sport/Volunteer Tourism Coordinator: Swim to Empower | 2010 |

Awards for Outstanding Service

Advisor of the Year – National Society of Minorities in Hospitality	2020
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HOSPITALITY AND TOURISM INDUSTRY EXPERIENCE

Food & Beverage Administrator, The World, Residences at Sea	2011- 2012
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Successfully executed the duties of food & beverage administrator while onboard:

- Planning & execution of all F&B events onboard

- Creation & implementation of menus for the 5 restaurants onboard
- Ownership & distribution of the monthly onboard calendar
- Working with monthly timesheets, Fidelio Cruise Management System, Silverware Reservation System, Micros Operating System
- Other onboard rotations included Restaurants, Bars & Lounges, Hotel Stores/Provisions and Culinary

Governor's Mansion Event Planner, The Governor's Mansion **2009- 2010**

- Creatively planned & coordinated events including fundraisers for the political elite.

Independent Event Planner, Lynn Huggins Event Planning **2010 – 2012**

- Collaboration on the design, planning and execution of various social & business events.

The Hospitality Gala Event Planner & Coordinator, Auburn University **2010**

- Worked with silent & live auction donors to obtain items for a black-tie fundraiser.

Hospitality Intern, Auburn University Hotel & Conference Center **2008**

- Worked in various departments including Restaurants, Bars & Lounges, Housekeeping, Front Desk, Banquets, Culinary, Sales & Marketing & General Manager

OTHER HONORS AND AWARDS

Academic Honors and Awards

Southern Regional Education Board Doctoral Scholar	2015 –2016
Women's Philanthropy Board Annual Scholarship	2015 - 2016
President's Graduate Opportunities Program Fellowship	2012 – 2015
C.L. "Shot" Senn Fellowship	2014
Top International Graduate Student	2013
Southeastern Conferences (SEC) Academic Honor Roll	2007 - 2010
Student-Athlete of the Year	2006

Other Honors and Awards

Bahamas Swimming National Record Holder	2003-present
Black History Swimming Honoree	2011
Central American and Caribbean Games, Medalist	2010
FINA World Championship, Participant	2009 & 2011
Olympic Games, Participant	2008
Pan American Games, Bronze Medalist	2007
World University Games, Participant	2007
NCAA National Champion	2006 & 2007
Auburn University Swimming & Diving scholarship athlete	2005-2010
Olympic Games, Youth Participant	2004