**Biographical Sketch**

**󠇛 Soyoung Lee Ph. D.**

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**󠇛 Introduction**

 *Dr. Lee is an Associate Professor in the department of Airline Service Management at Chungwoon University, Korea. Her research interest covers education service quality, airline service, aviation safety & security. She has been teaching airline service & safety management related courses since 2013 in College of Wonkwang Health Science, Korea, and Chungwoon University, Korea. Since 2021, she has been serving as the head of the Humanities Center at the College of Liberal Arts, at Chungwoon University, Korea.*

**󠇛 Academic degrees**

*\*B.A. Dong-A University, Department of Resource Economics Korea*

*\*M.A. Sejong University, Department of Hotel Tourism Management. <The Effect of the Verbal and Non-verbal communication on the Emotional Response, Customer Satisfaction and Behavioral*

*Intention of Passenger>, Korea*

*\*Ph.D. Sejong University, Department of Hotel Tourism Management <The Effects of Professionalism of Flight Attendant on Service Orientation and Safety Orientation - By mediating effect of Self Efficacy ->, Korea*

**󠇛 Honors**

*\*Selected as an excellent Award: 2022 Winter Teaching Method Contest (Topic: Reinforcing students'self-leadership through coaching flip learning), Future Convergence Education Society, Korea*

*\*Best Teaching Method Case Contest(2021) - Encouragement Award, Chungwoon University, Korea*

*\*Best Teaching Method Case Contest(2020 - Excellence Award, Chungwoon University, Korea*

**󠇛 Academic Activities**

*\*2020 - present Executive director. Korea Restaurant Management Association*

*\*2021 Planning Chairperson, Public Value of J-Institute*

*\*2022 Editorial Advisory Board / Intelligence, Public Value of J-Institute*

*\*2022 - present Academic Director. Korea Hotel and Tourism Association*

**󠇛 Books**

*\*Lee, S. Job interview and self-diagnosis. Dongmun publication (2019).*

**󠇛 Journal articles**

*Lee, H & Lee, S. The Key to Sustainable Growth of Airlines: The Safety Orientation of Cabin Crew. International Journal of Crisis & Safety, 7(2), 36-46 (2022).*

*Lee, S. A Study on the Professionalism of Cabin Crew Applying the PROFESSIONALISM Perspective. Public Value, 6(1),72-82 (2021).*

*Lee, S. & Han, S. Preceding Factors for Life Satisfaction of University Students Majoring in Aviation Service in the COVID-19 DISASTER: Social Environment in the Classroom, Grit. International Journal of Human & Disaster. 6(3), 64-74(2021).*

*Choi, K. & Lee, S. A Study on Passengers’ Perception of Aviation Safety Information and SAFETY Behavioral Intention. International Journal of Crisis & Safety, 6(2), 36-45 (2021).*

*Ahn, S. & Lee, S. A Study on the effects of self-leadership and self-efficacy on employment preparation behaviour of college students majoring in airline services: Focused on mediating effect of self-efficacy. Tourism Management Research Organization, 25(2), 279-303 (2021).*

*Lee, S. & Ahn, S . A Study on Antecedent Variables Affecting University Students' Job Preparation Behavior Under the COVID-19 Situation, International Journal of Human & Disaster. 6(4),47-58(2021).*

*Lee, J. & Lee, S. A Delphi study on the factors for acceptance for interviews with cabin crews of foreign full service carrier: Q Airlines. Journal of Hospitality and Tourism Studies, 22(4), 198-216 (2020).*

*Lee, S. & Son, S & Kim,S. A comparative study on pre-ordered in-flight meals of low-cost carriers : focused on the visual elements of food design, Journal of Hospitality and Tourism Studies, 21(1), 233-24 (2019).*

*Lee, S. The performance model of flight attendants' sense of career calling. Journal of Hospitality and Tourism Studies, 18(6), 527-546 (2016).*

*Bae, D., Lee, S. & Cha, H. The Effect of the Airport Service Quality on Airline`s Image and Brand Royalty of Customer, Journal of Mice and Tourism Research, 14(4), 161-182 (2014).*

*Lee, S., Cha, H., & Lee, H. A Study on the Application of Quality Function Deployment for Enrichment of Educational Service Quality in Dept. of Airline Service, Journal of Tourism Sciences, 38(10), 245-264(2014).*

*Lee, S. & Lee, H. The Impact of Foreign Airline Flight Attendant’s Non-verbal Communication on the*

*Korean Customer’s Satisfaction, Journal of the Aviation Management Society of Korea, 11(4), 3-*

*31(2013).*

**󠇛Conference proceedings**

*Lee, S. A Study on the Recognition of the Aviation Service Major Curriculum Journal of Korea Academia-*

*Industrial cooperation Society, Fall Conference of JKAIS(2015)*

*Choi, K. & Lee, S. Study on Safety Behavior Intentions of Aircraft Users by Applying the Extended Planned*

*Behavior Theory. Fall Conference of the Korea Service Management Association (Topic: Increase*

*sustainability through service convergence)(2016)*

*Lee, S. Precedence factor of Safety Orientation in flight attendants : Knowledge Pursuance, Job regulation, Work self-efficacy. 2018 Korea Tourism Research Association Fall Regular Conference and Academic Symposium(2018)*

*Lee, S. & Kim, S. & Son, S. A study on the convergence education model of the major subjects in the hospitality industry. 2020 Online Spring Conference of the Korean Society for Food Service Management(2020)*

*Jo, J. & Lee, S. Factors for passing Korean flight attendant interviews at foreign airlines using the Delphi technique. The 60th regular academic conference in 2020. Korea Association of Hotel, Food and Tourism Management(2020)*

*Park, H.& Lee, S. A study on antecedent variables affecting the resilience of aviation service students. The 60th regular academic conference in 2020. Korea Association of Hotel, Food and Tourism Management(2020)*

*Lee, S. The effect of GRIT on career preparation behavior of college students majoring in aviation service, mediating effect of resilience. 1st J-INSTITUTE Conference(2021)*

*Lee, S. A Study on the Effects of the Social Environment of the Aviation Service Major Classroom on Students' Life Satisfaction and the Mediating Effect of GRIT. Korean Aviation Management Association Spring Conference(2021)*

*Lee, S. A Study on the Preceding Variables Influencing Self-Leadership of University Students. 3rd J\_Institute Conference(2022)*

*Lee, S. Reinforcing students' self-leadership through coaching flip learning. 2022 Winter Teaching Method Contest, Future Convergence Education Societ(2022)*