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About the Author. David K. Hayes, Ph.D. has over 35 years of experience in the field of hospitality management and education. Dr. Hayes initiated the hospitality management program at Texas Tech University. He has held faculty positions at Purdue University and the University of Houston's Conrad Hilton College of Hotel Administration; as well as the position of Vice President of the Educational Institute of the American Hotel and Lodging Association (AH&LA).

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