Dr. Jay Kandampully is an internationally recognized leader in the field of service management and Hospitality. Jay is a professor of service management and hospitality at The Ohio State University, USA. He serves as the CTF International Fellow at the University of Karlstad, Sweden; International Fellow at the University of Namur, Belgium. He also serves as a visiting professor at University of Innsbruck, Austria; Nanjing University of Science and Technology, China; University of International Business and Economics, Beijing, China; Furtwangen University, Germany; RWTH Aachen University, Germany; University of Tartu, Estonia. Jay is the Editor-in-Chief of the Journal of Service Management (JOSM) and serves on the editorial advisory board of 11 refereed international journals. He holds a PhD in service quality management, and an MBA, specialising in services marketing, both from the University of Exeter, England. His professional qualification is in Hotel Management from Salzburg, Austria and from the University College Birmingham, UK. His educational qualifications have been well supported by nine years managerial experience in Europe, India and in the USA.

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