



Biographical Information - ALEX M. SUSSKIND (Associate Professor)

Professor Alex Susskind joined the faculty at Cornell's School of Hotel Administration in the Department of Food and Beverage Management in 1998 and was elected to the Graduate Field of Communication in 1999. He earned his Ph.D. in Communication from Michigan State University with a specialization in organizational communication and his MBA with a concentration in personnel and human relations. Susskind earned his undergraduate degree at Purdue University in Restaurant, Hotel, and Institutional Management and is also a trained chef with a degree in Culinary Arts from The Culinary Institute of America in Hyde Park, New York. Prior to starting his career in Academia, Susskind was a chef and restaurant operator for both independent and multi-unit restaurant companies in the Northeastern and Southeastern United States.

Susskind is currently the senior member of the Hotel School's Educational Policy Committee on which he has served for 5 consecutive years. Through the EPC he remains involved with preserving and enhancing the hospitality management curriculum at the *School*. He has also served as an Area Director (similar to Department Chair in the *School*), and served on the *School's* Faculty Policy Committee. In addition to his service to the *School*, Susskind has been an active part of the North Campus Living and Learning Initiative since its inception and has been a Faculty Fellow in Donlon Hall since 2002 creating and participating in educational programming for our Freshmen each year. Susskind is currently serving his first year in the Faculty Senate.

Susskind teaches undergraduate and graduate courses addressing the operational and strategic elements of the restaurant business. He also is an instructor in the *School's* Executive Education Program teaching courses to managers and executives both on and off campus. Susskind remains strongly connected to the hospitality industry; he is currently serving on two advisory boards for technology companies that are developing products and services for the restaurant industry and is an active teacher and foodservice management consultant to hospitality businesses worldwide.

Through his research program Susskind has produced over 60 scholarly works and is currently examining: (a) customer-service provider interaction in service businesses as it relates to organizational performance from the perspective of guests, employees, and managers; and (b) the influence of communication relationships upon individuals' work-related attitudes, perceptions, and performance in connection to organizational events and processes such as technology, sustainability, teamwork, and downsizing. His research is published in leading hospitality journals such as the *Cornell Hospitality Quarterly* and the leading journals in the fields of communication and management such as *Communication Research* and the *Journal of Applied Psychology*.

On a personal note, Susskind is married to Carrie Susskind (who is a Business Process Improvement Analyst in Research Administration at Cornell) and they have two boys, one in fourth grade and the other in first grade at Cayuga Heights Elementary School. As a First Dan Black Belt in Chung Do Kwan Tae Kwon Do, Susskind is the Faculty Advisor to the Graduate Tae Kwon Do Club and he practices martial arts every day.

Statement of Interest

Given the recent changes to the budget model, the allocation of freshmen students across the campus, the Tech Campus, the College of Business, and our new President and Provost, it is important to ensure that faculty continue to have a proper voice in all elements that affect the education we deliver and the research we produce here at Cornell.

If elected, I will assist the Dean of Faculty in executing her/his duties. In addition to the prescribed roles of the position—i.e., chairing the Nominations and Elections Committee, ex-officio membership on each University Faculty and Senate committee, supervision of minutes, records, and publications in the name of the University Faculty and Senate— I will assist the members of the Senate and the faculty members they represent to continue to maintain a meaningful and ongoing dialogue with our faculty colleagues and our administration. It is crucial that issues of importance to the University Faculty are properly managed and receive the attention, deliberation, and voice they deserve.

I will personally benefit from this role by interacting with new colleagues and administrators across our campuses and by addressing and debating issues that improve our ability to deliver a world class education and cutting edge research at Cornell.