

CV - DERI MILDRED NUONG

Lecturer Hospitality and Tourism || PhD Scholar Taylor's University, Malaysia || Rooms division specialist, Sustainability expert

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PERSONAL STATEMENT

I am a dedicated lecturer, researcher, and hospitality and tourism management professional with a strong academic background in hospitality education, curriculum development, and sustainable tourism. I hold a PhD in Hospitality and Tourism, an MPhil in Hospitality Management, a BTech in Hospitality and Tourism Management, and an HND in Hotel, Catering and Institutional Management. I am currently a Senior Lecturer in the Department of Ecotourism, Recreation and Hospitality at the University of Energy and Natural Resources, Ghana, where I contribute to teaching, research, student mentorship, and academic development.

My teaching expertise spans hospitality operations, front office management, lodging operations, hospitality strategy, and related areas. My research interests include curriculum innovation, sustainability, gender, climate action and artificial intelligence in education. Through my teaching, research, and academic service, I aim to contribute to academic excellence, institutional development, graduate employability, and the sustainable growth of the hospitality and tourism industry in Ghana and beyond.

EDUCATION

Doctor of Philosophy (PhD) – Hospitality and Tourism

Awarded February, 2025

Taylor's University, Malaysia

PhD Thesis: *"Aligning Hospitality Management Education with Industry Needs: Curriculum Development and Competency Integration in Ghanaian Higher Education Institutions"*.

Supervisors: Prof. Neethiahnathan A/L M Ari Ragavan and DR. Shasitharan raman kutty

Master of Philosophy (Mphil) – Hospitality Management

Awarded September 2013

University of Cape Coast, Ghana

Master's Thesis: *"Job satisfaction and turnover intention among hotel employees in the Accra metropolis"*. Supervisor: Dr.

Oheneba Akyeampong and Dr. Amissah

Bachelor of Technology – Hospitality and Tourism

Awarded August 2008

Ho Polytechnic (Technical University), Ghana

Undergraduate Thesis: *"Retention strategies on labour turnover in the hotel industry in Ghana: A case study of selected hotels in Accra"*.

Supervisor: Prof. Honyenuga Ben

Higher National Diploma (HND) – Hotel, Catering and Institutional Management

Awarded October 2004

Accra Polytechnic (Technical University), Ghana

Thesis: *“Indigenous dishes of the people of Upper West Region of Ghana”.*

Supervisor: Mr. Twumasi Alex

CERTIFICATES

Advanced International Training Program on Research Manuscript drafting and Publishing

Awarded 2020

Eudoxia research Centre, India

Certificate Introduction to Sustainable Development in Business

Awarded 2020

University of Mauritius, Mauritius and Commonwealth of Learning

Certificate in Hazard Analysis and Critical Control Points (HACCP) Application

Awarded 2009

World Food Safety Organisation

Diploma Certificate in Computer Software

Awarded 2006

Computan Computer Institute

RESEARCH INTEREST

- Sustainability and Climate change
- Hospitality Curriculum Development
- Gender issues in hospitality
- Hospitality technology
- Human Resource Management

RESEARCH AND TEACHING EXPERIENCE

March 2022-June. 2024|| Doctoral Researcher || *Taylor’s University, Subang, Malaysia*

- *Taught, Examined and Graded first year international hospitality management students.*
- *Conducted Front Office Practical to demonstrate several aspects of guest reservation, registration, checking in a guest, settling guest account and checking out a guest using hotelier software*
- *Conducted Housekeeping (Accommodation) practical to demonstrate how to enter a guestroom, cleaning guestroom, bathroom and laying of bed.*
- *Mentored young hospitality students on how to learn and perfect the concepts of rooms division in hospitality studies*
- *Researched and published three articles between 2022 and 2023 and presented one conference paper*
- *Conducting PhD research on the topic curriculum development for hospitality education in Ghana. Data collection and analysis.*

Aug 2016- Till date||Hospitality Lecturer|| University of Energy and Natural Resources, Sunyani, Ghana

- Teaching hospitality student, undertake research work and community service
- Demonstrator of Accommodation Operation practical for hospitality student
- Supervision of final year students' dissertations in the department
- Academic Tutor for hospitality level 400 students Promoting and serving as a model

Jan 2015-Aug. 2016||Hospitality Lecturer (Part-time) || University of Cape Coast, Ghana

- Taught, Examined and Graded first year hospitality and tourism Students
- Teach Food and Beverage Management, Accommodation Operation, Introduction to hospitality management and Tourism management (Theory aspect).
- Mentored young hospitality students on how to learn and perfect the concepts of hospitality and tourism management

PROFESSIONAL EXPERIENCE

June 2015 – 2016 ||Hotel manager || Prestige Suites, Accra Ghana

- Responsible for the operations of the hotel, as per the Organizational chart
- Hold regular briefings and meetings with all head of departments
- Ensure full compliance to hotel operating controls, SOP's, policies, procedures and service standards
- Closely monitor the hotels business reports on a daily basis and take decisions accordingly
- Coordination with HOD's for the execution of all activities and functions

Jan 2014 – July 2014|| Front Office Manager|| Airport View Hotel, Accra, Ghana

- Responsible for the day-to-day administration of the front office dept
- Ensure front desk is tidy and has all necessary stationery and material (Pens, forms, tariff and Brochure)
- Train, supervise and support office staff, including receptionists, security guards and call center agents □ Handle complaints and specific customers' requests

Sep 2010 – May 2015||Executive Housekeeper|| Airport View Hotel, Accra, Ghana

- Ensure conformance to policies and procedure as laid down by the management
- Manage staff scheduling as demanded by room occupancy forecasts and the banquet functions
- Ensure that the staff is properly trained, groomed and correctly uniformed
- Select, staff, recruit, hire, and train qualified housekeeping candidates
- Reports to the general manager of the hotel regarding the happenings of the department

April 2010 – Sep 2010||Front desk Executive|| Best West Premier Accra Airport Hotel, Accra Ghana

- Receive and manage reservations made online and telephonically
- Check guests in and out
- Verify guests' payment methods during check-in

- *Settling of guest accounts*

April 2009 – Dec 2009||Assistant Housekeeping Manager|| **Mac Dic Royal Plaza Hotel, Koforidua, Ghana**

- *Assists in managing and directing of the day-to-day operations of the housekeeping department function*
- *Participates in and enforces quality assurance for housekeeping department and department cost control measures* □ *Co-ordinate with front office and sending room discrepancy lists*
- *Supervise and coordinate activities of room attendant, public area and supervisors*
- *Prepare reports concerning room occupancy and department expenses*

Aug 2005– March 2006||Restaurant Supervisor|| **Mukaase Restaurant Aviation Social Center, Accra, Ghana**

- *Maintain quality control for all food served from the kitchen*
- *Project future needs for goods, kitchen supplies, and cleaning products and order accordingly*
- *Oversee health code compliance and sanitation standards*
- *Seek ways to cut waste and decrease operational costs* □ *Generate weekly reports*

Aug 2004 – July 2005||National service personnel|| **Integrated Community Centres for Employable Skills (ICCES), Agomeda, Ghana**

- *Teach, according to the educational needs and marking of assignment*
- *Establish positive teacher-student relationships within set guidelines*
- *Record results and compile profiles on student achievement*

June 2000 – June 2001||Pupil Teaching|| **Ghana Education Service Samoa L/A Primary School, Samoa, Ghana**

- *Plan, preparing and delivering lessons to class one and two pupils*
- *Teach according to the educational needs, abilities and achievement of the individual pupil*
- *Assign work, marking and carryout corrections with pupils*
- *Assessing, recording and reporting on the development, progress, attainment and behaviour of Pupils*
- *Promoting the general progress and well-being of individual students*

PUBLICATIONS & SCHOLARSHIP

Scholarly Publications

1. **Deri, M. N.,** Zaazie, P., & Quarshie, J. M. (2026). Children as Stakeholders in Sustainability: Childism Perspective on Ghana's Tourism, Hospitality, and Events. *Tourism Planning & Development*, 1–29. <https://doi.org/10.1080/21568316.2026.2688212>
2. **Deri, M. N.,** Zaazie, P., Dery, J., & Ntow-Gyan, K. (2026). Sustaining the night: a conceptual framework for sustainable evening and night-time tourism in Ghanaian cities. *International Journal of Tourism Cities*, 1–22. <https://doi.org/10.1080/20565607.2026.2723399>
3. **Deri, M. N.,** Zaazie, P., Dery, J., Ntow-Gyan, Kwame., & Akubia, Y. M. (2026). From Ecotourism to Regenerative Hospitality: Advancing Sustainable Tourism Development in Ghana and West Africa. *Eco-Tourism and Sustainable Development*. 2(1): 147–167. DOI: <https://doi.org/10.63385/etsd.v2i1.479>.

4. **Mildred N. D.**, Perpetual Z., & Joana, M. Q. (2026). Children as Stakeholders in Sustainability: Childism Perspective on Ghana's Tourism, Hospitality, and Events. *Tourism Planning & Development*, DOI: <https://doi.org/10.1080/21568316.2026.2688212>.
5. **Deri, M. N.**, Singh, A., Zaazie, P., & Anandene, D. (2024). Leveraging Artificial Intelligence in Higher Educational Institutions: A Comprehensive Overview. *Revista De Educación Y Derecho*, (30). <https://doi.org/10.1344/REYD2024.30.45777>.
6. Zaazie, P., **Deri, M. N.**, Ari Ragavan, N., & Anandene, D. A. (2023). Women in hotel management and leadership: what prevents women from reaching top management positions in hotels? *Asia Pacific Journal of Innovation in Hospitality and Tourism*. 12(2), 97-124.
7. **Deri, M. N.**, & Ari Ragavan, N. (2023). *Digital Future of the Hospitality Industry and Hospitality Education Globally: Review of related Literature*. *Asia- Pacific Journal of Futures in Education and Society*, 2(2), 71-100.
8. Nasir, T., Raina, D. I., **Deri, M. N.**, & Ragavan, N. A. (2023). Impact assessment of COVID-19 pandemic on job satisfaction: measuring job satisfaction with work from Home, work life balance and work stress among employees in Jammu and Kashmir, India. *Mazedan International Journal of Social Science and Humanities*, 4(3), 20-28.
9. **Deri, M.N.**, Ari Ragavan, N., Niber, A., Zaazie, P., Akazire, D.A., Anaba, M. & Andaara, D. (2023). COVID-19 shock in the hospitality industry: its effect on hotel operations within the Bono region of Ghana. *African Journal of Economic and Management Studies*, 14(3), 355-378. <https://doi.org/10.1108/AJEMS-07-2022-0264>.
10. Zaazie, P., **Nuong, D.M.**, Ragavan, N.A., Nasir, T. and Raina, D.I. (2023). Women in hospitality leadership: barrier effects and best strategies. *International Journal of Gender Studies in Developing Societies*, 1(1), 1-12. DOI: [10.1504/IJGSDS.2023.10054535](https://doi.org/10.1504/IJGSDS.2023.10054535)
11. **Deri, M. N.**, ARI RAGAVAN, N., Zaazie, P., Niber, A. & Anandene, D. (2022). Green Practices Among Hotels in the Sunyani Municipality of Ghana. *Journal of Business and Environmental Management*, 1(1), 1 – 22. <https://journals.airsd.org/index.php/jbem>.
12. **Deri, M, N.**, Mahama, F. B., Amenyui, M., & Chireh, T.D (2022). Towards Evaluation of New Approaches in Hotel and Catering Economics: A Case Study of Open-Air Hotels in Ghana. *Indiana Journal of Humanities and Social Sciences*, 3(6), 123-131.
13. **Deri, M. N.**, Ragavan, N. A., Chireh, T. D., Zaazie, P., & Niber, A. (2022). Relationship between job satisfaction and turnover intention of hotel employees. *Research Journal in Advanced Social Sciences*, 3(2), 32-49. <https://doi.org/10.58256/rjass.v3i2.810>
14. **Mildred, N. D.**, Perpetual, Z., & Prosper, B., (2021). Turnover intentions among hotel employees in the Accra Metropolis of Ghana. *African Journal of Hospitality, Tourism and Leisure*, 10(1), 238-255. <https://doi.org/10.46222/ajhtl.19770720-98>.
15. **Mildred, N. D.**, Iddrisu, W. A., Sampson, W-G., Perpetual, Z. & Mohammad, F. A., (2020). Assessment of COVID-19's impact on hotels in Ghana: Case study of hotels in Accra and Kumasi. *International Journal of Tourism and Hotel Management*, 2(2), 33-37. <https://doi.org/10.22271/27069583>.
16. Eunice, F. A., Emmanuel, G., **Mildred, N. D.**, & Agnes, A. (2016). Factors influencing employee job satisfaction in Ghana's hotel industry. *Journal of Human Resources in Hospitality & Tourism*, 15(2), 166 -183 <https://doi.org/10.1080/15332845.2016.1084858>.

Book Chapters

1. Zaazie, P., **Deri, M. N.**, & Amrik, S. (2026). *Motivation and Emotions of Ghost and Haunted Tourism: A Case Study of Elmina Castle, Ghana*, in the book: *Haunted and Ghost Tourism in the Global South: Theory, Interpretations and Implications*, CABI. DOI:10.1079/9781836993377.0018.
2. **Deri, M. N.**, Zaazie, P., Singh, A. (2024). *Digital Future of the Hospitality Industry and Hospitality Education Globally*. In: Sharma, A. (eds) *International Handbook of Skill, Education, Learning, and Research Development in Tourism and Hospitality*. Springer International Handbooks of Education. Springer, Singapore. https://doi.org/10.1007/978-981-99-3895-7_14-1.
3. **Deri, M. N.**, Amrik, S., Zaazie, P & Anandene, D. (2024). *Demystifying Sustainable Practices in the Hotel Industry: Evidence from Ghana in Waste Management and Life Cycle Assessment for Sustainable Business Practice*. IGI Global. <https://doi.org/10.4018/979-8-3693-2595-7>.
4. Amrik, S., **Deri, M. N.** (2024). *Exploring the Use of Virtual and Hybrid Events for MICE Sector: Trends and Opportunities in New Technologies in Virtual and Hybrid Events*. IGI Global. <https://doi.org/10.4018/979-8-3693-2272-7>.

Consultancy Assignment

2026	Consultancy, A & Q Grandview Hotel, Structuring and Training of newly recruited staff for all departments
2020	Trainer, Housekeeping and Front Office Staff, Mawuli Hotel, Obuasi
2019	Trainer, newly recruited housekeeping and front office staff, Royal Cosy Hotel, Jirapa
2018	Consultancy, Royal Cosy Hotel, Management Strategy - Manpower Schedule, Jirapa
2017	External Evaluator/examiner, Hospitality Department, Sunyani Technical University, Sunyani
2017	Trainer, Asanko mines housekeeping, restaurant and kitchen staff, Asankrangwa

Conference Paper Presentation

1. UBIDS 6th Research and Development Conference. "Climate-Resilient and Socially Inclusive Urban Tourism Development in Ghana: Integrating Policy Pathways for Sustainable Hospitality Futures" 2026
2. UBIDS 6th Research and Development Conference. "Gendered Pathways to Sustainable and Resilient Urban Tourism in West Africa: Integrating Climate Adaptation and Post-Pandemic Recovery through Inclusive Governance" 2026
3. Asia-Pacific CHARIE the hospitality and tourism educators Conference. "Green practices among hotels in the Sunyani Municipality of Ghana" 2022
4. International Conference on Research Methodology for Qualitative and Quantitative Research. Organized by EXUDOXIA Research Centre, India. "Relationship between Job Satisfaction and Turnover Intentions among hotel employees in the Accra Metropolis, Ghana". 2021

Scholarship/Award

1. 2021 Taylor's Research Excellence Scholarships (Scheme C)
2. 2008 First Class Honor Bachelor of technology Hospitality and Tourism, Ho Technical University, Votal Region, Ghana

Workshops/Conferences/Webinars

- Analyzing and Synthesizing a WoS Q1 Paper for High Impact Literature Review 2023
- Partial Least Squares- Structural Education Modelling using SmartPLS 2023
- Postgraduate Research Colloquium (PGRC), Taylor's University 2022

- Asia-Pacific CHARIE the hospitality and tourism educators Conference 2022
- International Conference on Research Methodology for Qualitative and Quantitative Research 2021
- International training on authorship, research methodology and Scopus free publication process 2021
- University Governance and examinations, Research skills development and career progression 2020
- Workshop on Guide to curriculum development and Good Proposal writing in the Academia 2019

PROFESSIONAL AFFILIATION

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1. **Member**, International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) 2024-Date
 2. **Member**, University Teachers Association Ghana (UTAG) 2016-Date
 3. **Member**, Ghana Hospitality Students Association (Uenr Chapter) 2017-Date
 4. **Member**, Tourism Society of Ghana (TOSOGHA) 2017-Date
 5. **Member**, Ghana Science Association (GSA) 2018-Date
 6. **Member**, Women in Science, Technology, Engineering, and Mathematics (STEM) 2018-Date

APPLICABLE SKILLS

Computer skills & Statistical Skills

- Statistical analysis using Statistical Package for Social Sciences (SPSS)
- Data Analysis ability with Excel
- Modern technology, software, apps usage Padlet, Jamboard, Canva
- Microsoft Office packages, Endnote, Adobe packages and other information technology compliance
- Good command of Microsoft Office tools (Word, Excel, PowerPoint)

Other Skills

- People management and organizational skills
- Problem Solving Skills
- Teambuilding & Staff Supervision
- Decision making
- Ability to communicate (Oral and Written) in English
- Ability to adapt in multicultural environments
- Good interpersonal and analytical skills
- Excellent Scientific Research ability with knowledge of APA and MPA referencing styles

VOLUNTEER EXPERIENCE/COMMUNITY SERVICE

-
1. Post Graduate Coordinator for Hospitality (Msc/Mphil)

2026 till date

- Coordinate postgraduate students' activities
- 2. Departmental representative on Academic Board, Uenr** **2025 till date**
 - Discuss issues relating Academics in the University
- 3. Departmental Representative on School Board, Uenr,** **2025 till date**
 - Discuss issues relating Academics in the school of Natural resources
- 4. Convocation Representative on Academic Board, Uenr** **2019-2021**
 - Discuss issues relating Academics in the University
- 5. Appointment to serve on Transport Committee of UTAG – UENR.** **2019-2020**
 - The committee core mandate was to examine the feasibility of purchasing a UTAG vehicle. -
Propose a vehicle for consideration and also propose available funding options
- 6. Representative on the Committee for UENR Annual Excellence Award** **2019**
 - The term of reference was to plan and execute the annual awards for the University community
- 7. Nominee on UTAG – UENR Internal Audit Committee** **2019**
 - To ensure that the accounts of the University Teachers association Ghana (UTAG) was duly audited by a qualified body for the years 2017/2018 and 2018/2019
- 8. Resource Person to Uenr Basic School** **2019**
 - Kitchen staff training On Food, Kitchen and Personal hygiene practices (10 – 15 June, 2019)
- 9. Resource Person to NAFHAS Catering Services, Asanko Mines, Ashanti Region.** **2019**
 - Training for houkeeping and and Kitchen staff on Safety and Hygiene practices, Customer Service, Housekeeping Operations and Thieft prevention
- 10. Industrial Relations Coordinator for the Department of Hospitality Uenr** **2017-2018**
 - Plan and coordinate guest lecture, student's attachment, and also dialogue and influence the industry to support the involvement of their staff in department's activities
- 11. Member Committee on income generation for UTAG –UENR** **2016**
 - To formulate policies on income generation activities by UTAG-UENR. Ensure prudent investment of dues and other funds of the association
- 12. Patroness, UENR PAX Choir of the Catholic Students** **2016**
 - Responsible for uenr local Catholic Church choir as a mentor to the students

REFEREES

1. Prof. Simon Abugre

Dean of Students || University of Energy and Natural Resources || simon.abugre@uenr.edu.gh ||

Tel: +233-20 950 0070

2. Prof. Neethiahnathan A/L M Ari Ragavan

Executive Dean|| Faculty of Social Sciences and Leisure Management ||Taylor's University || neethia.n@taylors.edu.my|| Tel:

Tel: +60122995542

Mildred Derl

3. Prof. Mrs. Daniella Delali Sedegah

Dean of students|| School of Sustainable Development || University of Environment and Sustainability || ddsedegah@uesd.edu.gh ||
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