



International Centre
of Excellence in
**Tourism and Hospitality
Education (THE-ICE)**

THE-ICE ...

MUCH MORE THAN JUST AN ACCREDITATION AGENCY

FIND OUT MORE

THE-ICE 13th IPoE Forum 2019

Research Grant Scheme 2019 Recipient & Presenter

Associate Professor Rajka Presbury

Associate Professor, Blue Mountains International Hotel Management School (BMIHMS) at Torrens University
Australia, Australia



Dr Rajka Presbury came to academe after a successful career in hotel management. She received her PhD in service quality in the hotel sector from Western Sydney University and then joined the academic team to create a Hotel Master's Program. Her research interest has predominantly been in service quality and service experience, exploring perceptions of customers, managers, and employees in hotels. More recently, she became fascinated by the triadic service relationship of educational institutions, corporate service providers and students as current and future employees of the hospitality industry, thus exploring topics such as Work Integrated Learning and Mentoring.

Dr Presbury was awarded the Laureate Australia Professor Sussan Holland Fellowship at Torrens University Australia in 2016-2017. She is also a current Auditor of the Assessment Panel for the International Centre of Excellence in Tourism and Hospitality Education (THE-ICE), which has taken her to Europe and Asia to collaborate with international hospitality programmes and accreditation agencies.

Collaboration with hospitality institutions and hotel employers is a priority in all Dr Presbury's research. She is the research supervisor for four PhD projects, with topics including guest experience in luxury accommodation, leadership for hotel millennials, revenue management strategies in hotels, and digital experiences by tourists.

Dr Presbury's qualifications include a Master of Higher Education, Australian National University, Australia (2013); Graduate Certificate in Higher Education, Australian National University, Australia (2011); Doctor of Philosophy "Service Quality in the Hotel Sector", University of Western Sydney, Australia (2010); Graduate Certificate in International Management, Southern Cross University, NSW Australia (1999); Advanced Certificate in Personnel Management, Sydney Technical College, Australia (1993); Advanced Certificate in Training and Development, Sydney Technical College, Australia (1992); Advanced Certificate in Hospitality and Catering, Ryde College of Technical and Further Education, NSW Australia (1989); and Bachelor of Arts (Economics, Industrial Relations, and Politics), University of New South Wales, Australia (1984).