



## School of Hotel Administration Executive Education

# Michael Oshins, Ed.D.

Associate Professor of the Practice, Boston University School of Hospitality Administration

**M**ichael Oshins has been a faculty member of Boston University School of Hospitality Administration for over two decades. He was the first member to earn the title of *Associate Professor of the Practice* at the school. Mike has taught a dozen different courses at SHA, including Marketing, Service Quality & Human Resource Management and Leveraging Technology in Hospitality & Tourism. He currently teaches all incoming freshmen an overview of the industry with a focus on customer service and the senior capstone course in *Hospitality Leadership*.

Mike holds a doctorate in Human Resource Education from Boston University, a masters in professional studies in Hotel Administration from Cornell University, and a bachelor of arts in Literature and Rhetoric from Binghamton University of New York. His doctoral research involved developing an industry competency model for hotel managers – identifying the knowledge, skills and traits that distinguish great versus good hotel managers.

Mike is the current editor of the *Boston Hospitality Review*, an interdisciplinary journal devoted to scholarship and reflection about the theory and practice of hospitality as a business activity and cultural phenomenon. He has been published or cited for his industry expertise in numerous media outlets, including *The New York Times*, *The Cornell Hotel & Restaurant Quarterly*, *New England Hotel Magazine*, *Los Angeles Times*, *Boston Globe* and *CBS*.

While on faculty at BU, Mike is actively involved with industry consulting practices, speaking engagements and board involvement. Currently he has the honor of teaching with Cornell University's executive education program,



including working with clients and hoteliers from Qatar, Colombia, US and Europe and China. Topics have included leadership, change management, strategy, creativity, customer service and strategic marketing. He was an associate for The Spire Group/The TQM Group, a Boston-based consulting firm specializing in total quality management for service organizations. Mike was also an associate with Heath & Company of Atlanta, GA, a hotel consulting company focused on labor management, operational efficiency and quality. Recently, Mike ran a training session for a Relais & Chateau branded hotel company's senior management team on breakthrough service, leadership and the impact of corporate culture.

Prior to his career in academia, Mike was Vice President of Integer Dynamics. A hospitality industry consulting company, Integer Dynamics focused in operational and technology-based productivity and quality consulting services for luxury hotel companies. Mike's operational experience includes hotel, restaurant, quick-service, and country club segments, highlighted by work at the iconic Waldorf-Astoria in New York.

Michael's teaching record is stellar. As a Faculty Instructor at Harvard University School of Continuing Education for 14 years, Mike's Hotel & Restaurant Management graduate course earned the top 10% of course evaluations every year. As an adjunct faculty member at Brandeis Graduate School of Economics and Finance, Mike taught a Service Management course for six years, consistently earning among the highest course evaluations. He was also nominated for the university-wide Metcalf Award for Teaching Excellence at Boston University.