

CURRICULUM VITAE

Nikolaos Theocharis

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Department of Tourism Management
University of Patras

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1. CONTACT INFORMATION

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2. TEACHING COURSES

- Hospitality Management
- Food and Beverage Management
- Human Resources Management
- Conference and Event Management

3. STUDIES

- 2020 Ph.D. at the Department of Business Administration, University of the Aegean, Chios (Greece)
- 2006 M.Sc. at the Department of Social Sciences, Hellenic Open University, Athens (Greece).
- 1997 B.Sc. at the Department of Tourism Management, T.E.I. of Patras, Patras (Greece).

4. CERTIFICATES

- Certified Trainer, Center of Continuing Education and Lifelong Learning, National and Kapodistrian University of Athens (2020). Thematic fields: Management of cultural & touristic wealth, Business Administration / Marketing, Vocational Technical Education. Certified number: 0907202009.
- Certified Trainer, National Center for Public Administration (EKDDA) (2018). Thematic field: Development, Entrepreneurship and Innovation. Certified number: 3635.
- Certified Trainer, National Organisation for the Certification of Qualifications and Vocational Guidance (E.O.P.P.E.P.) (2009). Certified number: EB11313. Theoretical & Practical part, Code numbers: 1350, 2420, 3414, 4131, 4232, 5130.
- Certified Trainer, LAEK-OAED (2006). Certified number: 13260.

5. TEACHING EXPERIENCE

5.1 INDEPENDENT TEACHING EXPERIENCE

- 2024 until today Assistant Professor, School of Economics and Business Administration, Department of Tourism Management, University of Patras.

Teaching courses:

1. Hospitality Management
2. Food and Beverage Management
3. Human Resources Management
4. Conference and Event Management

2016 until
today

E-Learning Tutor, National and Kapodistrian University of Athens.

E-Learning programmes:

1. Hotel front desk agent (2019 until today).
2. Hotel housekeeping agent (2019 until today).
3. Rooms Division Management (2018 until today).
4. Hotel Management (2018 until today).
5. Bar Management (2019 until today).
6. Bartenders (2021 until today).
7. Restaurant Management (2018 until today).
8. Professional Cooking and Greek Cuisine (2023 until today).
9. Professional Cooking & Contemporary Cuisine (2023 until today).
10. Tourism Management & Marketing (2023 until today).
11. Hotel Front Office Management (2016-2018).

E-Learning programmes using A.I. (Artificial Intelligence):

1. Bar Management (2024 until today).
2. Professional Cooking and Restaurant Management (2024 until today).

2022-2024

Lecturer, Advanced School of Tourism Education (Galaxidi-Greece).

Teaching courses:

1. Principles of Tourism
2. Hotel Management
3. Business Administration
4. Principles of Economics

2008-2022

Lecturer, Advanced School of Tourism Education (Rhodes-Greece).

Teaching courses:

1. Hotel Front Office Management
2. Main Courante
3. Principles of Tourism
4. MICE Tourism

2010-2011

Adjunct Professor, T.E.I. of Piraeus, Department of Tourism Management.

Teaching courses:

1. Hotel Front Office Management

2006-2008

Adjunct Professor, T.E.I. of Piraeus, Department of Tourism Management.

Teaching courses:

1. Hotel Front Office Management
2. Hotel Management
3. Restaurant & Bar Management
4. Housekeeping
5. Psychology of Tourism

- 2006-2007 Adjunct Professor, T.E.I. of Athens, Department of Tourism Management.
Teaching courses:
1. Hotel Front Office Management
 2. Hotel networks (Reservations systems)
- 1998-2006 Adjunct Professor, T.E.I. of Lamia (Amfissa), Department of Tourism Management.
Teaching courses:
1. Hotel Front Office Management
 2. Hotel Management
 3. Housekeeping
 4. Bar-Oenology
 5. F&B Management
 6. Travel Guides

5.2 NON-INDEPENDENT TEACHING EXRERIENCE

- 2024 Adjunct Professor, University of West Attica.
Co-teaching at the DPMS "Management of Business Operations". Course: New Technologies in Cultural Heritage Management.

6. PUBLICATIONS

6.1 THESES - RESEARCH

- 2020 Innovative technological applications for people with disabilities in rooms division of Greek hotels. PhD Thesis, University of the Aegean, Chios.
- 2006 Reservation Systems as a component of the tourist product's distribution. Their application in Greek Hotels. M.Sc. Thesis, Hellenic Open University, Athens.
- 1997 Accounting in Hotel Enterprises. B.A. Thesis, T.E.I. of Patras, Patras.

6.2 BOOKS

1. Hotel Front Office Management (3rd edition - 2021). ISBN: 978-618-5036-76-8, Propobos Publications.
2. Hotel Rooms Division Management (1st edition - 2016). ISBN: 978-618-5036-14-0, Propobos Publications.
3. Hotel Front Office Management (2nd edition - 2012). ISBN: 978-960-7860-71-2, Propobos Publications.
4. Hotel Front Office Management (1st edition - 2007). ISBN: 978-960-7860-71-2, Propobos Publications.

6.3 TRAINING MANUALS

1. Hotel receptionist, National and Kapodistrian University of Athens (2019).

2. Hotel housekeeper, National and Kapodistrian University of Athens (2019).
3. Hotel Front Office Management & Reservations, A.S.T.E. of Rhodes (2008-2019).
4. Main Courante, A.S.T.E. of Rhodes (2008-2019).
5. Rooms Division Management, National and Kapodistrian University of Athens (2018).
6. Hotel Management, National and Kapodistrian University of Athens (2018).
7. Hotel Front Office Management, National and Kapodistrian University of Athens (2016).

7. SCIENTIFIC JOURNALS

1. Poulaki, P., Theocharis, N., Lagos, D. (2022). Mastiha as a key lever of gastronomic development in Chios Island of Greece. *Journal of Hospitality and Tourism*, Vol. 20(2), pp. 71-90.
2. Theocharis, N., Leligou, H.C., Tseles, D. (2022). Innovation for People with Disabilities in Hospitality Industry: A Theoretical Approach. *HighTech and Innovation Journal*, Vol. 3(1), pp. 102-114.
3. Theocharis, N., Lagos, D., Varvaresos, St. (2021). Innovative Technological Applications for people with disabilities in Greek Hotels: An Exploratory Study of Hotels Managers. *Scientific Journal Tourismos*, Vol. 15(1), pp. 1-8.
4. Theocharis, N., Lagos, D., Varvaresos, St. (2020). Research in Innovative Technological Applications Affecting People with Disabilities in Greek Hotel Industry. *EAST-WEST Journal of Economics and Business*, Vol. XXIII-2020 (2), pp.33-49.
5. Theocharis N., Klada N. (2011). Sightseeing: Incitement motives of tourists and evaluation of the tourist activity. *Tourism Issues*, Vol. 14, pp. 53-65.
6. Theocharis N., Melisidou S., Kaseris Emm. (2010). Leadership and Personnel Motivation: Case Study on the Operation of a Seasonal Hotel. *Tourism Issues*, Vol. 12, pp. 28-43.
7. Melisidou, S., Theocharis, N. (2009). Service Quality in the Hospitality Industry: Reconciling Tourism Development with Sustainability Values. *Archives of Economic History*, Vol. XXI (1), pp. 181-190.
8. Theocharis N., Melisidou S. (2008). Security Systems for customers in Hotel Enterprises. *Tourism Issues*, Vol. 5, pp.79-91.
9. Theocharis N., Melisidou S. (2006). The Hospitality service quality for handicapped people. *Applied Research Review*, Vol. 2, pp. 281-297.
10. Theocharis N. (2006). Reservation Systems in Tourist Section. *Tourist Scientific Review*, Vol. 3, pp. 157-176.

8. PUBLICATIONS IN COLLECTIVE VOLUMES

1. Varvaresos, St., Theocharis, N. (2022). Tourism Development and Administrative Decentralization in Greece. Synchronous Dimensions of the Tourism Phenomenon (Collective Volume), Vol. 1, pp. 13-22.

9. INTERNATIONAL CONFERENCES

1. Theocharis, N., Poulaki, P., Lagos, D. (2018). The contribution of mastiha to the development of gastronomic tourism in Chios. 2nd International Scientific Conference (TOURMAN 2018), "In search of excellence in tourism, travel & hospitality management", Alexander Technological Institute of Thessaloniki, Rhodes, 25-28/10/2018, Conference proceedings pp. 506-521.
2. Theocharis, N., Lagos, D., Tseles, D., Klada, N. (2017). Hospitality Industry and Innovative technology for People with disabilities: the case of the island of Rhodes, Greece. International Scientific Conference (NETTIES 2017), "Aristotelian Thinking Impact", Piraeus University of Applied Sciences, Piraeus, 4-6/5/2017, Conference proceedings pp. 205-224.
3. Tseles, D., Theocharis, N. (2016). Holiday tour packages & tourist motivation. A case study of Rhodes, Greece. 3rd International Scientific Conference (DTWB) Higher Education in Function of Development of Tourism in Serbia and Western Balkans, Business and Technical College of Vocational Studies, Užice, Serbia, 30/9-1/10/2016, Conference proceedings pp. 25-36.
4. Theocharis, N., Klada, N. (2016). The Consortium Hotels in Greece. Case study: Best Western Hotel & Resorts in Greece. 11th International Scientific Conference (eRA 11), "The Conference for International Synergy in Energy, Environment, Tourism and contribution of Information Technology to Science, Economy, Society and Education", ATEI of Piraeus, Piraeus, 21-23/9/2016, Conference proceedings pp. 1-8.
5. Theocharis, N., Lagos, D. (2016). Hellenic Grand Prix F1 and Tourism Development. 14th Scientific Conference - ERSA (Panteion University), Athens, 24-25/6/2016, Conference proceedings pp. 1-25.
6. Theocharis, N., Papadimitropoulos, I., Klada, N. (2014). Incitement motives of tourists and evaluation of a package tour: the case of Greece. 9th International Scientific Conference (eRA 9), "The Conference for International Synergy in Energy, Environment, Tourism and contribution of Information Technology to Science, Economy, Society and Education", ATEI of Piraeus, Piraeus, 22-24/9/2014, Conference proceedings pp. 55-65.
7. Klada, N., Papadimitropoulos, I., Theocharis, N. (2013). Meetings on Ships services on-line distribution channels: Comparison by order of magnitude and the case of Louis Cruises. 8th International Scientific Conference (eRA 8), "The Conference for International Synergy in Energy, Environment, Tourism and contribution of Information Technology to Science, Economy, Society and Education", TEI of Piraeus, Piraeus, 23-25/9/2013, Conference proceedings pp. 1-20.

8. Kaseris, E., Theocharis, N., Klada, N., Kaseris, N. (2013). The interaction of Information and Communication Technologies in tourism growth. Case study: the target clientele of Rhodes. 5th International Scientific Conference "Tourism Trends and Advances in the 21st Century", University of the Aegean, Rhodes, 30/5-2/6/2013, Conference proceedings pp. 1-14.
9. Klada, N., Theocharis, N. (2012). Tourism cluster. Achieving competitive advantage through synergies. Case study: The Leading Tourism Cluster. 7th International Scientific Conference (eRA 7), "The Conference for the contribution of Information Technology to Science, Economy, Society and Education", TEI of Piraeus, Piraeus, 27- 30/9/2012, Conference proceedings pp. 15-28.
10. Theocharis, N., Kimeris, Th., Giossos, Y. (2010). Service System for Sport Tourism customers in Hotel Enterprises and Quality: From theory to practice. 5th International Scientific Conference (eRA 5), "The Conference for the contribution of Information Technology to Science, Economy, Society and Education", TEI of Piraeus - University of the West of Scotland, Piraeus, 15-18/9/2010, Conference proceedings pp. 350-358.
11. Theocharis, N., Klada, N. (2009). Alternative Tourism in Galaxidi Fokidos. A Strategic Planning Approach. 4th International Scientific Conference (eRA 4), "The Conference for the contribution of Information Technology to Science, Economy, Society and Education", TEI of Piraeus - University of the West of Scotland, Spetses, 24-26/9/2009, Conference proceedings pp. 304-313.
12. Theocharis, N. (2009). Plan of tourism growth. Case Study: Galaxidi Fokidos. 3rd International Scientific Conference H&mH, CICOP, Leros, 22-24/4/2009, Conference proceedings pp. 261-272.
13. Theocharis, N. (2008). Hospitality and Customer Service in Hotel Enterprises. 3rd International Scientific Conference (eRA 3), "The Conference for the contribution of Information Technology to Science, Economy, Society and Education", TEI of Piraeus - University of the West of Scotland, Aegina, 19-21/9/2008, Conference proceedings pp. 133-140.
14. Theocharis, N. (2008). Tourism for all – Ensuring an "accessible" stay in the hotel for handicapped people. National Conference of E.E.E.E, TEI of Piraeus, Spetses, 19-21/6/2008, Conference proceedings pp. 253-262.
15. Theocharis, N. (2008). Event Tourism: Examining the management of sports events from a practical approach. International Scientific Conference SynEnergy Forum (S.E.F.), TEI of Piraeus, Spetses, 28-31/5/2008, Conference proceedings pp. 234-242.
16. Melisidou, S., Theocharis, N. (2007). Service Quality, Customer Satisfaction and Customer Retention in the hospitality industry: Keys to achieve tourism growth. 2nd International Scientific Conference (eRA 2), "The Conference for the contribution of Information Technology to Science, Economy, Society and Education", TEI of Piraeus - University of Paisley, Aegina, 22-23/9/2007, Conference proceedings pp. 529-538.
17. Lagos, D., Melisidou, S., Theocharis, N. (2007). Service Quality and Customer Satisfaction in the Hospitality Industry: Enhance Competitive Differentiation and Tourism Growth. 4th

International Conference On Applied Financial Economics (AFE), "Applied Financial Economics, INEAG", Samos 12-14/7/2007, Conference proceedings pp. 458-466.

18. Theocharis, N. (2006). Reservations Systems in tourist section. 1st International Scientific Conference (eRA 1), "The Conference for the contribution of Information Technology to Science, Economy, Society and Education", TEI of Piraeus - University of Paisley, Tripoli, 16-17/9/2006, Conference proceedings pp. 140-151.

10. RESEARCH INTERESTS

- Hospitality Management
- Accessible Tourism
- Innovative Technologies for People with Disabilities
- Health and Wellness Tourism Management

11. RESEARCH SOCIAL NETWORKS

- <https://scholar.google.com/citations?user=bP4nVjUAAAAJ&hl=el>
- <https://www.researchgate.net/profile/Nikolaos-Theocharis-2>

12. OTHER ACTIVITIES

- Member of the Greek Scientists Society since 2022.
- Member of the Tourism Development & Promotion Committee, Municipality of Delphi (2019-2023).
- Vice President of the Association of Educational Staff of the Schools of Higher Tourism Education, Ministry of Tourism (2017-2019).
- Member of the Association of Educational Staff of the Schools of Higher Tourism Education, Ministry of Tourism (2008-2014).
- President of the Employees Federation of the Organization of Tourism Education (OTEK), Ministry of Tourism (2012).