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Goodbye, Hello

David Sherwyn

Cornell University, dss18@cornell.edu

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Goodbye, Hello

Abstract

[Excerpt] If, as Billy Joel once sang, “life is a series of hellos and goodbyes,” then this issue represents nothing more than the next step in a series of expected changes. I do believe, however, that even though hellos and goodbyes are an accepted part of life, they are not always mundane and are often the cause for reflection, sadness, and excitement. That is the case here, as this issue marks the end of Mike Sturman’s term as editor of the *Cornell Quarterly* and the beginning of Linda Canina’s term.

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Comments

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From the Center

Goodbye, Hello

If, as Billy Joel once sang, “life is a series of hellos and goodbyes,” then this issue represents nothing more than the next step in a series of expected changes. I do believe, however, that even though hellos and goodbyes are an accepted part of life, they are not always mundane and are often the cause for reflection, sadness, and excitement. That is the case here, as this issue marks the end of Mike Sturman’s term as editor of the *Cornell Quarterly* and the beginning of Linda Canina’s term.

Mike took over as the editor in July 2002. On Mike’s watch the *Cornell Quarterly* has, among its many achievements, changed publishers, increased readership, won awards, and seen its acceptance rate cut substantially. From a purely objective perspective, it is easy to conclude that Mike has done an excellent job and to wish him congratulations as he returns to a full research and teaching load as Hotel School faculty member.

From a personal level, I will miss having Mike as the editor of the *Cornell Quarterly*. Mike brought the highest level of excitement and professionalism to the job. Mike ensured that all work was reviewed in both a timely and professional manner. He was always willing to discuss articles with the authors, and he made sure to understand a particular work

even if it was outside his field. In my roles as the academic director of the Center for Hospitality Research and a (sometime) *Cornell Quarterly* author, I had the pleasure of working with Mike on numerous projects. I know that I and other *Cornell Quarterly* stakeholders will miss Mike.

Fortunately, we have found the perfect replacement for Mike in Linda Canina. Linda is a top-flight scholar and teacher. She is dedicated to her discipline, her students, and the hospitality industry. In the short time that she has been working with *Cornell Quarterly*, Linda has streamlined the review process by moving to an online system and is working with the Center for Hospitality Research to ensure that the Center’s best research papers will be published in the *Cornell Quarterly*. Because of Linda’s intelligence, diligence, fairness, and easygoing personality, we are confident that *Cornell Quarterly* readers and authors alike will be thrilled with its evolution.

This issue features six articles, which are eclectic in that they come from authors with different training in widely different disciplines. Despite that diversity, the articles are linked by the fact that they all affect the industry. Employment discrimination, global brand expansion, effects of the environment and employee

behavior on customer perceptions of service in restaurants, customer-derived value in the time-share industry, and gaming revenue management are all issues that affect the industry on a daily basis. In addition, this issue uses a case study of allergy-friendly rooms as a basis to think about investment

decisions. This issue contains a series of articles that are proactive, interesting, and relevant. It is a perfect way for Linda to say hello as we all say goodbye to Mike.

—*D.S.*