

NAME AND DATE OF BIRTH

Muriel Anne P. Crick

March 26, 1959

DEPARTMENT/UNIT/SECTION

Mona School of Business & Management

FACULTY/DIVISION

Faculty of Social Sciences

POSITION

Senior Lecturer

GENERAL AREA OF ACADEMIC SPECIALISATION

Organizational Behaviour, Service & Tourism

QUALIFICATION & GRANTING INSTITUTION

1. PhD Organization Management, Rutgers, The State University of New Jersey (2000)
2. MSc (Hons.) Organization Management, Pennsylvania State University (1989)
3. BSc (Hons.) Hotel Management, UWI, Mona (1981)

TRAINING

1. Enterprise Risk Management: Key Concepts Every Director Should Know, Caribbean Corporate Governance Institute, September 2021.
2. Finance for Directors Masterclass. Caribbean Corporate Governance Institute, February 2021.
3. AML for CEOs & Board of Directors AML/CFT Governing in a Digital Space, Jamaican Institute of Financial Services, February 2021
4. Annual JMMB Anti Money Laundering and Code of Ethics Training
5. Effective Board Member Programme & and Risk Management training, August 28, 2017
6. Sexual Harassment – JCC Legal Seminars, Nunes Scholfield, June 2016
7. Corporate Governance and Disclosure Requirements for Boards and Listed entities – CGIC, February 12, 2015
8. Risk Management & The Board of Directors, International Finance of Corporation, March 30-31, 2012, Kingston
9. Developing Critical Thinking Skills Workshop – UWI Instructional Development Unit in association with the Public Affairs Section of the American Embassy, UWI, May 2009
10. Facilitation Skills for Trainers – Leadership Strategies, Atlanta, 2008
11. Case writing workshop - Mona 2007
12. Writing across the curriculum training workshop - FHE, Writing Centre, 2007
13. Online Course Development - Caribbean Universities Project for Integrated Distance Education (CUPIDE), 2006
14. Teaching Skills Workshop – UWIDEC, 2006
15. Teaching Portfolio/Dossier Workshop – UWIDEC, 2005
16. Effective Facilitation, Leadership Strategies – Baltimore, 2005
17. The 7 Habits of Highly Effective People - Franklin Covey, Kingston, May 2002

18. Innovative Teaching in Human Resources – Fisher School of Business, Ohio State University, 2002
19. Qualitative Data Analysis with Nvivo – Faculty Upgrading Workshop. Mona, 2002
20. Women & Management in Higher Education. ACU/UWI Workshop, Barbados, 2001
21. Vilcomm Learning Technologies, parts 1 and 2. Mona. 2001-2
22. Regional Tourism Educators Forum, Barbados. 2000
23. Creating new competitive advantages for Jamaican Tourism, Monitor Country Competitiveness Centre for Leadership in Competitiveness and Prosperity, Kingston, Jamaica, 2000
24. Teaching and Learning Strategies in Large Classes, Instructional Development Unit, Mona, 1999
25. HCIMA Train the Trainer Workshop, Jamaica. 1992

PUBLICATION

Chapters in Books

1. **Crick, A. P.** 2017. "Island Hospitality, Services and Business". In **Tourism Management in Warm Weather Destinations**, edited by M. McLeod and R. Croes, 63-73. CAB International
2. **Crick, A.P.** 2014. "Food and Beverage". In **Contemporary Caribbean Tourism: Concepts and Cases**, edited by S. Roberts, M. Best, A. Cameron, 162-180. Ian Randle Publishers
3. **Crick, A.P.** 2011. "New Third Places: Opportunities and Challenges" In **Tourism Sensemaking: Strategies to Give Meaning to Experience, Advances in Culture, Tourism and Hospitality**, edited by A. Woodside, Volume 5. 63-77. Emerald Publishing. Cited by 12 (GS)
4. Cowell, N. **Crick, A.P.** & Martin, R. 2007. In "Ethics at the workplace: A survey of ethical propensities of UWI students and HRM Professionals". In **Ethical Perspectives for Caribbean Business**, edited by N.M. Cowell, A. Campbell, G. Chen, S. Moore. 229-60. Arawak Publications
5. **Crick, A.P.** 2006. "EP/Small Hotels: Prospects for the future". In **Tourism: The driver of change in the Jamaican economy?** Edited by K. Hall & R. Holding. 71-91. Ian Randle Publishers
6. **Crick, A.P. 2002.** "Managing Emotional Displays in Tourism". In **Tourism and Change in the Caribbean and Latin America**. Edited by I. Boxill, O. Taylor & J. Maerk. 162-78. Arawak Publications.
7. **Crick, A.P. 2002.** "From MacDonalidization to customization: Training the service worker in the new era". Edited by C. Jayawardena. In **Tourism & Hospitality Education and Training in the Caribbean**. 265-76. University of the West Indies Press. Cited by 3 (GS)
8. **Crick, A.P 2002.** "Smile, You're a Tourism Employee!: Managing Emotional Displays in Tourism". In **Tourism and Change in Caribbean and Latin America**. Edited by I. Boxill, O. Taylor, J. Maerk. 162-178. Plaza Valdez Cited by 6 (GS).
9. **Crick, A.P.,** Cowell, N.M. 2002. "Service and Servility in contemporary Caribbean hospitality". In **Tourism, development and natural resources in the Caribbean** edited by A. Pereira, I Boxill, J. Maerk. 239-56. Plaza Valdez.

10. **Crick, A.P.** 2002. "Managing in a kinder, gentler world of work: Emotional labour and workplace governance". In **Human Resource Development and Workplace Governance in the Caribbean**. Edited by N. Cowell & C. Branche. 235-52. Ian Randle Publishers
11. **Crick, A.P.** 2000. "Personalized service in the small hotel sector: the challenges and the opportunities". In **Tourism in the Caribbean**. Edited by J. Maerk & I. Boxill. 129-48. Plaza Valdez
12. Jayawardena, C., **Crick, A.P.** 2000. "Human Resource Management in Jamaica: Responding to challenging times" In **International Human Resource Management in the Hospitality Industry**. Edited by S.M. Hofmann, C. Johnson & M.M. Lefever. 113-128. AHMA Educational Institute. Cited by 7 (GS)
13. **Crick, A.P.** 1995. "The Employee attitude survey: A case of very good communication". In **Human Resource Management: A Caribbean perspective**. Edited by N.M. Cowell & I. Boxill. 246-57. Canoe Press.
14. **Crick, A.P.** 1995. "Supervision". In **Institutional Food Service: A guide for Supervisors**. Caribbean Food and Nutritional Institute. 81-101. CFNI Press:

JOURNAL ARTICLES

Refereed

1. Milwood, Pauline A., and **Crick, A.** 2021. "Culinary tourism and post-pandemic travel: Ecosystem responses to an external shock." **Journal of Tourism, Heritage & Services Marketing (JTHSM)** 7 (1): 23-32.
2. Ajagunna, I., **Crick, A.P.** 2014. "Managing Interactions in the Tourism Industry – A Strategic Tool for Success: Perspectives on Jamaican Tourism Industry. **Worldwide Hospitality and Tourism Themes**, 6(2): 179-190. Cited by 6 (GS)
3. **Crick, A.P.** Spencer, A. 2011. "Hospitality Quality- New Directions and New Challenges". **International Journal of Contemporary Hospitality Management**, 23 (4): 463-478. Cited by 173 (GS)
4. **Crick, A.P.** 2008. "No Plantation Work Here: Contemporary HR practices in Caribbean Hotels". **International Journal of Contemporary Hospitality Management**, 20 (1): 79-89. Cited by 11 (GS)
5. **Crick, A.P.**, Campbell, A. 2007. "McDonaldization, Mass customization and Customization: An analysis of Jamaica's all-inclusive hotel sector". **Ideaz**, 6: 22-41. Cited by 3 (GS)
6. **Crick, A.P.** 2007. "Managing Service Workers: Exploratory Insights from a Sample of Jamaican Service Organizations", **Journal of Eastern Caribbean Studies**, 32 (8): 1-24. Cited by 6 (GS)
7. **Crick, A.P.**, Cowell, N.M. 2004. "Tourism and the Plantation Model: Dimensions of the Worker Management Relationship in Caribbean Tourism". **Journal of Eastern Caribbean Studies**, 29 (2): 15-34. Cited by 5 (GS)
8. **Crick, A.P.** 2003. "Internal marketing of attitudes in Caribbean tourism", **International Journal of Contemporary Hospitality Management**, 15 (3):161-6. Cited by 73 (GS).
9. Houghton, M.A., **Crick, A.P.**, Moore, S.E., Nicholson, L.A. 2003. "A methodology for improved synergy between the classroom and management practices". **Education & Training**, 45 (1): 30-44. Cited by 4 (GS)

10. **Crick, A.P.** 2002. "A competitive analytical approach to Health Tourism in Jamaica" **Social and Economic Studies Special Edition on Managing Health Care in Jamaica.** 51(3): 27-39. Cited by 5 (GS)
11. **Crick, A.P.** 2002. "Decentralization in the health sector: a performance perspective".. **SES Special Edition on Managing Health Care in Jamaica.** 51 (3) 131-49
12. **Crick, A.P.** 2002. "Glad to meet you - my best friend: relationships in the hospitality industry". **Social and Economic Studies.** 51 (1): 99-125. Cited by 16 (GS)
13. **Crick, A.P.** 2001. "Personalized service in the new economy: implications for small island tourism". **Journal of Eastern Caribbean Studies.** 26 (1):1-20. Cited by 7 (GS)
14. Chen, C., P. Greene & **A. Crick.** 1998. "Does entrepreneurial self-efficacy distinguish entrepreneurs from managers?" **Journal of Business Venturing.** 13 (4): 295-316. Cited by 2455 (GS)
15. **Crick, A.** 1991. "The influence of the tip system in the hospitality industry". **Caribbean Finance and Management.** 7 (1&2): 19-30. Cited by 4 (GS)

Non Refereed

1. **Crick, A.** "Bringing the person back into personalized service: The role of HRD Practitioners". **International Journal of Human Resource Development and Management.** 6: 26-36

Technical Reports

1. Cowell, N., Freckleton, **Crick, A.**, Jaywardena, C. 2001. "**Human Resource Issues in Caribbean Tourism**". Report submitted to the Caribbean Tourism Organization (164 pages)

PAPERS PRESENTED

PAPERS PRESENTED AT REFEREED CONFERENCES

1. **Crick, A.P.** 2021 "Nannies, Laissez-Faire & Somewhere in between: P2P Hosts in Jamaica". 4th International Conference on Tourism Research, ICTR2021. Virtual Conference
2. **Crick, A. P.** 2016. "What ails Jamaica's tourism? Moving towards sustained wellness". **Eurochrie**, Budapest, October 26-28
3. **Crick, A.P.** 2016. "The Plantation and the 'Corner Shop': Old Tourism vs. New Tourism in Jamaica", **ICHRIE Conference**, Dallas, July 20-22
4. **Crick, A.P.** 2011. "Rethinking Oldenburg: Third Places and Generation Y in a Developing Country Context". **ICHRIE Conference**, Denver, July 27-31. Awarded Best Conference Paper. Cited by 2.

PAPERS PRESENTED AT ACADEMIC CONFERENCES AND SEMINARS

1. Crick, A.P. Peer to Peer Accommodations in Jamaica as a Tool for Community Transformation: Challenges & Opportunities. 2021. **Transformation Research Conference**, UWI School of Education. Online, March 25-26.
2. **Crick, A.P.**, Hayle, C., Jacobs-Gray, 2017. "The Sharing Economy meets Tourism: A Paradigm Shift for Jamaican Tourism?" **5th Interdisciplinary Tourism Research Conference**, Cartagena, June 6-10
3. **Crick, A.P.**, Crick, J. 2017. "From discarded to delicacy – I Come to Get Me!". **Carifesta Symposium XIV**, Cave Hill, August 19-23
4. **Crick, A.P.** 2017. "Service by Design: Understanding how and why Jamaican firms compete on service" **MSBM 3rd Business & Management Conference**, Montego Bay, November 8-10
5. **Crick, A.P.**, Crick, J. 2017. "Stir it Up: Vibes in the Pot". **Imagine Kingston: A conference on the regeneration of a city**, Kingston, November 9-12
6. **Crick, A.P.**, Crick, J., 2017 "Challenges and Opportunities in Gastronomy Tourism: Finding the Sweet Spot". **UNWTO Global Conference on Jobs & Inclusive Growth: Partnerships for Sustainable Tourism**, Montego Bay, November 27-29
7. **Crick, A.P.**, Hayle, C. 2017. "From All-inclusives to social inclusiveness: Harnessing the potential of the sharing economy". **UNWTO Global Conference on Jobs & Inclusive Growth: Partnerships for Sustainable Tourism**. Montego Bay. November 27-29
8. **Crick, A.P.**, 2015. "Complaining Behaviour in Jamaican Millennials". **MSBM Business & Management Conference**. Montego Bay, January 7-9
9. **Crick, A.P.** 2014. "The Devil is in the Details: Microbusiness Mindsets in Falmouth, Jamaica". **UWI, 3rd International Tourism Conference**. Montego Bay, November 9-11
10. **Crick, A.P.** 2013. "Paid to play and play to get paid: Emotional and aesthetic labour in the life of entertainment coordinators". **Shrinking the Global Divide: Synergy, Service & Sustainability**. Atlantis Paradise Island Resort, Nassau Bahamas, September 18-20
11. **Crick, A.P.** 2013. "The Fifth S in Tourism: Creating smiles is big business and hard work". **Academy of Business Research Conference**. March 13-15. New Orleans
12. **Crick, A.P.** 2012. "Turning the Titanic around: Lessons from Jamaican Organizations". **1st Caribbean Competitiveness Forum**. November 5-6. Port of Spain
13. **Crick, A.P.** 2011. "They're not Starbucks: the emergence of coffee shops in Jamaica". **International Conference on Business Hospitality and Tourism Management**. October 14, Runaway Bay
14. **Crick, A.P.** 2011. "Trust in Jamaican Institutions: The Past, The Present and Some Opportunities for the Future". **12th Annual SALISES Conference**, March 23. Kingston
15. **Crick, A.P.** 2008. "Hotels and New Paradigms: The Sustainability of Jamaica's All-Inclusive Product". **University of Technology/University of Delaware International Conference on Business, Hospitality & Tourism Management**. Ocho Rios. October 8-11
16. **Crick, A.P.** 2007. "Creating a Culture of Engagement: HR strategies in Caribbean Hotels". **Work, Employment and Society Conference**. Aberdeen. September 12-14
17. **Crick, A.P.** 2005. "The role of organizational culture in driving economic growth: a case study of Jamaican companies". **Sir Arthur Lewis Institute of Social and Economic Studies 6th Annual Conference**. Kingston. March 17-18
18. **Crick, A.P.** 2005. "EP/Small Hotels: Prospects for the future". **Mona Academic Conference**. Kingston. August 26-28

19. **Crick, A.P.** 2004. "Equipping the new hospitality industry – Training resources in St. Lucia" **Beyond Walls: Multi-disciplinary perspectives. Saint Lucia Conference** (paper presented on my behalf by Dr. Derrick Deslandes). St. Lucia. November 18-20
20. **Crick, A.P.** 2004. "*Managing Emotional and Aesthetic Labour in the "Home away from Home"*". **Work, Employment and Society Conference.** Manchester. September 1-3
21. **Crick, A.P.** 2003. "Pseudo-Relationships – The use of mass customized techniques in personalized service: A case study of entertainment coordinators". **2nd Interdisciplinary World Congress on Mass Customization and Personalization.** Munich. October 6-8
22. **Crick, A.P.** 2003. "Emotional Labour – The New Type of work: Policy implications in the New Caribbean Economy". **The 1st Caribbean Labour Policy Conference.** Kingston. April 2-5
23. **Crick, A.P.** 2003. "Come to Jamaica and feel alright: Have we lost our way?". **Caribbean Studies Association.** Belize. May 26-30
24. **Crick, A.P.** 2002. "Towards a theory of emotional management in Caribbean tourism: a case study of Jamaica and The Bahamas". **The role of Government in tourism – Enhancing Human and Economic development.** Kingston. September 25-28
25. **Crick, A.P.** 2002. "Coping with challenge, contending with change: Should virtually real tourism be the response to life after 9-11?" **Caribbean Studies Association.** Nassau. May 27-June 1
26. Wint, A., Cowell, N., **Crick, A.P.** 2002. "Workplace Governance and the future of trade unionism in the Jamaican Private Sector". **2nd Annual Department of Management Studies Colloquium: Reflections on changing patterns of workplace governance.** Mona. February
27. **Crick, A.P.** 2001. "Work, culture and labour relations in the Jamaican hotel industry". **Caribbean Studies Association.** St. Maarten. May 26-June 2
28. **Crick, A.P.** 2001. "Changes in power relationships in transforming organizations: the case of three Jamaican companies". **Work, Employment & Society Conference.** Nottingham. September 11-13
29. **Crick, A.P.** 2000. "Personalized service in the new economy: some lessons from the all-inclusive hotel". **2nd Annual Conference - Alternative Development in the Eastern Caribbean: the role of the services sector.** Barbados. January 12-14
30. **Crick, A.P.** 2000. "Managing in a kinder gentler world of work". **Mona Academic Conference - Human resources development for competitive advantage.** Kingston. September 1-3

SPECIAL PRESENTATION AND INVITED LECTURES

1. Crick, A.P. 2021. "What innovations would enable the tourism and hospitality industry to rebuild" WHATT Roundtable Discussion. **International Conference of Hospitality and Tourism**, November 4, 2021. (Virtual)
2. **Crick, A.P.** 2021. "The Future of Tourism Education and Training". **CTO & UWI The Future of Caribbean Tourism: Redefining the Three S's.** September 27, 2021.
3. **Crick, A.P.** 2021. "Culture and the effect on the bottom line". **HRMAJ Virtual Masterclass HR and Leadership Conference**, October 6-7, 2021

4. **Crick, A.P.** 2016. "To develop cutting edge strategies that nurture, sustain and expand small tourism businesses". **People, Productivity and Sustainability- Tourism is My Business Symposium, Tourism Development Company.** Port of Spain. July 27.
5. **Crick, A.P.** 2011. "Mistrust: Confronting the Issue – The key to success". **JEF/UWI Symposium.** Feb. 16, Kingston
6. **Crick, A.P.** 2011. "Mistrust: Confronting the Issue – The Key to Success (Updated Paper). **JEF Annual Conference.** May 5-8. Ocho Rios
7. **Crick, A.P.** 2011. "Talent Management". **Jamaica Computer Knowledge Foundation (JCSKF), Conference on " Strategies for Enhancing Jamaican Competitiveness in the Global Knowledge Economy "**. April 15 and 16, 2011, Kingston
8. **Crick, A.P.** 2008. "Labour Productivity: Opportunities and Challenges in Building a World Class Tourism Industry". **National Productivity Conference, Tourism Practitioners' Session.** October 30. Ocho Rios
9. **Crick, A.P.** 2004. "Managing Organizational Culture to facilitate change". **A Change Management Symposium: Managing Organizational Change in the Global Environment.** March 17. Kingston
10. **Crick, A.P.** 2003. "The Changing role of tourism planners: Bringing People to the Island vs. Bringing in the People of the Island". **Tourism & Urban Development for Peace.** November 27-30. Kingston

PAPERS PRESENTED TO WORKSHOPS AND TRAINING SESSIONS

1. Crick, A.P. 2021. "Preparing Model Answers". **CIPS Faculty Development.** June.
2. **Crick, A.P.** 2018. "Customer Service Skills for Competitiveness". **Carib Cement.** February 17
3. **Crick, A.P.** 2010. "Adult Learning: The Facilitator vs. The Teacher". **CIPS Faculty Development.** May 6
4. **Crick, A.P.** 2007. "Designing Learning using Action Learning". **Human Resource Management Association of Jamaica (HRMAJ) Conference 27.** November
5. **Crick, A.P.** 2007. "Developing a customer-focused culture". **Jamaica Customer Service Association Workshop.** March
6. **Crick, A.P.** 2006. "Leveraging experience in tackling change to enhance organization's success". **HRMAJ Annual Conference.** November
7. **Crick, A.P.** 2005. "Customer Service: Building Emotional Capital". **HRMAJ Annual Conference,** November
8. **Crick, A.P.** 2004. "Emotion and Aesthetics in the business of service: are we ready?". **Jamaica Customer Service Association Conference.** Kingston. November 10-11
9. **Crick, A.P.** 2004. "Building Organizational Capability – Leadership at the Next Level". **Bank of Nova Scotia Jamaica.** July
10. **Crick, A.P.** 2001. "Celebrating Ourselves: Best Practices in Jamaican Organizations: Lessons for Trainers". **H.E.A.R.T. Trust Instructors Conference.** Ocho Rios. June

PUBLIC SERVICE

1. Advisor, Jamaica Customer Service Association (JACSA), 2015-Present

2. Deputy Chair, Advisory Board, College of Insurance and Professional Studies (CIPS) Jan 2017-Present
3. Member, Advisory Board, College of Insurance and Professional Studies – 2009-2017
4. Director, HEART Trust NTA, 2008-11
5. Member, HR Subcommittee and Corporate Governance, HEART Trust NTA, 2008 -11
6. Honorary Fellow, Jamaica Institute of Management (JIM), 2007-Present
7. Director, Jamaica Money Market Brokers (JMMB), 2006-Present
8. Chair, Human Resource/Culture Subcommittee, JMMB, 2007-2017
9. Chair, Corporate Governance/Nominations Subcommittee, JMMB, 2012-Present
10. Member, UCJ Hospitality & Tourism Advisory Board (2006-2009). Recipient of special recognition award for contribution to the development of standards.
11. Board Member, Jamaica Association for Training and Development (JATAD), 2001-2004
12. Chair, Research and Publications Committee, JATAD, 2001-2004
13. External Assessor, UCJ, November 2002, June 2005, January 2008, June 2010, September 2013.
14. Member, Advisory Board – Excelsior Community College Tourism, Hospitality & Entertainment Management (T.H.E.M.), 2004-2006
15. Member, Management Advisory Committee – Runaway Bay H.E.A.R.T. Training Institute, 2003-2004

OTHER PROFESSIONAL ACTIVITY AND EXPERIENCE

1. Regional Editor, International Journal of Contemporary Hospitality Management
2. Editorial Advisory Board, Journal of Hospitality and Tourism Insights
3. Occasional Reviewer, Journal of Eastern Caribbean Studies
4. Occasional Reviewer, Social and Economic Studies

AWARDS

- University Council of Jamaica (UCJ) Special Recognition Award in recognition of contribution to the development of standards in Hospitality & Tourism, 2004.
- Jamaica Institute of Management (JIM) Honorary Fellow
- ICHRIE Best Paper Award, 2011

RESEARCH GRANTS

Ford Foundation	2000. Summer Project – “Why They Won’t Smile” Research Project U\$2,500
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POSTGRADUATE RESEARCH AND SUPERVISION

See Attached Form

TEACHING AND RELATED EXPERIENCE

Anne P. Crick, July 2018

See Attached Form

CONTRIBUTIONS TO DEPARTMENT

1. Acting Head, Centre for Hospitality and Tourism Management (CHTM), 2009-10
2. Member, Management Committee, MSBM, 2012-14
3. Academic Unit Leader, Human Resources & General Management, MSBM, 2012-14
4. Academic Programme Director, Hospitality and Tourism, 2007-2010
5. Head, Department of Management Studies 2003-6
6. Academic Unit Leader, Behavioural Science Unit, 2000-3
7. Chair, Student Liaison Committee 1999-2000
8. Member, Student Liaison Committee, 2000-3

EXTRA DEPARTMENTAL UWI SERVICE

1. Member, Project Working Group – IDB Regional Business Plan Competition for Community Based Tourism, UWI Open Campus, June 2021- Present
2. Member, Campus Appointment Committee Open Campus, August 2020-Present
3. Chair, Staff Matters Committee, UWI Mona, Feb. 2018- 2020
4. Associate Dean, Hospitality and Tourism/Client Care, 2007- 2010
5. Chair, UWI Faculty Group for Hospitality & Tourism, 2008- 2010
6. Member, Faculty Advisory Committee on Hospitality & Tourism, 2005-2009
7. Mentor – UWI Mentorship Programme 2000-3
8. Coordinator, Strategic Planning and Management in Tourism/Hospitality Management (Masters in Tourism & Hospitality Management - 2000-01)
9. Coordinator, Food and Beverage Management (Masters in Tourism & Hospitality Management - 2000-01)
10. Co-editor SES Special Edition on Tourism, Vol. 51, no. 1
11. UWI Representative, Hospitality and Tourism Board of Studies – UCJ

OTHER WORK EXPERIENCE

- | | |
|------------------|--|
| 1988 | Acting Academy Manager, Runaway Bay H.E.A.R.T. Hotel Academy |
| 1987-1988 | Food and Beverage Service Instructor/Manager, Runaway Bay H.E.A.R.T. Hotel Academy |
| 1986-1987 | Food and Beverage Manager, Oceana Hotel, Kingston |
| 1983-1986 | Assistant Food and Beverage Manager, Ocho Rios Sheraton |
| 1981-1983 | Assistant Food and Beverage Manager, Half Moon Hotel, Montego Bay |

CONSULTANCIES & TRAINING

Anne P. Crick, July 2018

Served as a trainer and/or facilitator at numerous organizations including:

- Bank of Jamaica
- Bank of Nova Scotia
- C&WJ Credit Union
- Caribbean Cement Company Ltd.
- Cigarette Company of Jamaica
- Caribbean Creams (KREMI)
- Credit Union League
- Digicel
- Grace Kennedy & Company
- HEART Trust
- Jamaica Public Service
- Kremi
- Ministry of Education (NCEL) Aspiring Principals Programme
- Ministry of Social Security
- Ministry of Industry and Commerce
- National Housing Trust (NHT)
- National Irrigation Authority
- NCB Credit Union
- Norman Manley International Airport (NMIA)
- Rural Agricultural Development Authority (RADA)
- Sandals
- Stocks & Securities Ltd. (SSL)
- Victoria Mutual Building Society (VMBS)