

CURRICULUM VITAE

NAME: Grant Richard Cairncross

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ACADEMIC RECORD:

Bachelor of Arts, Victoria University of Wellington, NZ
Awarded 1977.

Graduate Diploma of Business (Dist), Massey University, NZ,
Awarded 1997.

Master of Business (by Research Thesis), Southern Cross University.
Awarded 2003.

PUBLICATIONS

Refereed Journal Articles

Fuller, D., Caldicott, J., Cairncross, G. and Wilde, S. 2007. "Poverty, Indigenous Culture and Ecotourism in Remote Australia." *Development*, 0. pp 1-8.

Buultjens, J. and Cairncross, G. 2006. "Enterprise Bargaining in Small Business: A Comparative Study of the Australian Construction and Hospitality Industries." *Journal of Industrial Relations*. 48 (4) pp 475-490.

Coomber, L., Lee, S. and Lee, Y. and Cairncross, G. 2006. "A thematic review of Club Management Magazine Australia: 1993 – 2003." *International Journal of Hospitality and Tourism Administration*. 7 (2/3). Pp 109-134.

Anderson, E and Cairncross, G. 2005. 'Understanding and managing volunteer motivation: two regional tourism cases.' *Australian Journal of Volunteering*. Vol 10 (2) PGS 7-17.

Cairncross, G. and Waller, I. 2004. "Not taking annual leave. What could it cost Australia?" *The Journal of Economic and Social Policy*. 9 (1). Pp 43-59

Buultjens, J. and Cairncross, G. 2004, "Employment relations in the resorts of North-East New South Wales." *International Journal of Employment Studies*. 12 (2). Pp 103-126.

Buultjens, J. and Cairncross, G. 2001. "Ten Years of Enterprise Bargaining and the Hospitality Sector". *Labour and Industry*. 12 (1). pp 27-41.

Refereed Book Chapters

Coomber, L., Cairncross, G, Lee, S. and Lee, Y. 2006. "A thematic review of Club Management Magazine Australia: 1993 – 2003." (In Print).

Refereed Book Sections

Cairncross, G. 2005. "Human Resource Development." in the 'International Encyclopaedia of Hospitality Management.' (Ed: Pizam, A.). Elsevier Press. London. pp 327-328.

Refereed Conference Proceedings

Cairncross, G and Kelly, S. 2007. "Employment arrangements and managing knowledge capital in hotels and resorts in eastern Australia: The casualisation conundrum." *Paper presented to the Australia New Zealand Academy of Management Conference (ANZAM)*. 2-5 December, Sydney, Australia.

Cairncross, G and Buultjens, J. 2007. "Generation Y and Work. Problem? What problem?" *Paper presented to the Industrial Relations and Popular Culture Conference*. Tweed Heads, NSW, Australia. September 26.

Buultjens, J., Cairncross, G. and Pike, L. 2007. "The use of Employee Rewards in NSW Licensed Clubs." *Paper presented to the 21st Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ) Conference*. 7- 9 February, 2007, Auckland, New Zealand..

Cairncross, G. Brosnan, P and Smith, V. 2006. "What's up Doc? Leave taking among regional NSW GP's". CAUTHE Conference, Melbourne. February 6 – 10, 2006.

Smith, V. and Cairncross, G. 2006. "A study of leave taking among regional NSW GP's". *Paper presented to the 40th Conference of the Australian Psychological Society*, 4-7 October. Sydney, Australia.

Cairncross, G. and Buultjens, J. 2005. "Sea-changers and Downshifters and the Australian tourism and hospitality industry – some possible effects." CAUTHE Conference, Alice Springs, Australia.

Buultjens, J. and Cairncross, G. 2005 "Wage determination in Queensland Registered Clubs." CAUTHE Conference, Alice Springs, Australia.

Cairncross, G. and Buultjens, J. 2004. "Employment arrangements remuneration and recruitment in Resorts in N.E. NSW - A longitudinal study". February 11-13. CAUTHE Conference, Brisbane, Qld.

Cairncross, G. and Waller, I. 2004. "An avenue for helping measure the true value of a holiday?" February 11-13. CAUTHE Conference, Brisbane, Qld.

Buultjens, J. and Cairncross, G. 2004. "Industrial Disputation and Trade Unions in Registered Clubs of Queensland." *Paper presented to the 18th Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ) Conference*. 3- 6 February, 2004, Noosa, Australia.

Cairncross, G. and Waller, I. 2004. "Should the taking of annual leave be made compulsory in Australia?" *Paper presented to the 18th Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ) Conference*. 3- 6 February, 2004, Noosa, Australia.

Buultjens, J., Cairncross, G and Crowe, M. 2003. "Enterprise Bargaining: A Comparative Study of Small to Medium Businesses in the Australian Hospitality and Clothing and Footwear Industries". *The International Employment Relations Association (IERA) 4th IERA International Conference*. July 8-11. University of Greenwich, London, UK.

Waller, I and Cairncross, G. 2003. "Psychology, tourism, personal health and economic wealth." *Paper presented to the 38th Conference of the Australian Psychological Society*, 2-5 October. Perth, Australia.

Cairncross, G. and Buultjens, J. 2002. "Enterprise Bargaining in Small Business: Some Case Studies". *Paper presented to the 16th Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ) Conference*. 6-8 February, 2002, Queenstown, New Zealand.

Buultjens, J. and Cairncross, G. 2002. "Employment Relations Practices in Resorts in Regional NSW." *The International Employment Relations Association (IERA) Conference*. Gold Coast, Australia..

Buultjens, J. and Cairncross, G. 2001. "Ten Years of Enterprise Bargaining and the Hospitality Sector". *Paper presented to the Ten Years of Enterprise Bargaining Conference*, Newcastle, NSW, April 2001.

Masters Thesis

Cairncross, G. 2003. "A Determination of employment conditions in resorts in Mid-North and North Coast New South Wales – A Case Study." *Awarded in accordance with the requirements for a Master of Business (Research)*, Southern Cross University, NSW.

PhD Thesis

I have been undertaking research for my Doctor of Philosophy since October 2004. The thesis is currently titled; *“A Determination of Employment Conditions in Resorts and 5 and 3 Star Hotels in Eastern Australia – The Consequences of ‘Non-Standard Employment on the Retention of Quality Staff.’”*

Summary of thesis topic:

Prior research shows that larger foreign-owned organisations have adopted a more formal approach to human resource and employment relations functions than smaller Australian-owned resorts who have, nevertheless, started to implement a more professional approach to employment relations strategies (Cairncross and Buultjens, 2004; Lafferty, 1998). In addition enterprise bargaining has largely failed to take hold as an employment instrument strategy, a major reason for this may be for cost containment and cutting reasons (Buultjens and Cairncross, 2001). This phenomenon is known as ‘award pull’ (Waring, Ostenfield and Bray, 2004). As a result issues arise as to whether simple awards are the best mechanism for enlightened human resource strategies in an industry that is a high employer of non-standard labour, yet is also reliant on quality service for a competitive advantage (Buultjens and Cairncross, 2001; Timo, 1995). This thesis aims to also establish if ‘award pull’, and a higher than average use of non-standard labour has an effect on high labour turnover and if such turnover affects quality service.

EMPLOYMENT HISTORY: (SCU)

1998-to Present

Lecturer - Level B4 in the School of Tourism and Hospitality. Also taught previously in the School of Business and the School of Commerce and Management Southern Cross University, NSW.

Subjects:

- *MNG01413 – Human Resource Management for Tourism and Hospitality. (Lecturer and Tutor, 2004-2007).
- *MNG00219 – Contemporary workplace issues for Tourism & Hospitality. (Lecturer and Tutor).
- *MNG00125. Introductory Law and Industrial Relations. (Lecturer and Tutor 1998-2007)
- *MNG00440. Introduction to Tourism and Hospitality Management. (Lecturer & Tutor (2002-2004)
- MKT1416 – Tourism and Hospitality Project (2004)
- MNG00427 – Entrepreneurship in Tourism and Hospitality (Lecturer & Tutor 2002 & 2003 - Lecturer only 2002)
- *MKT00103. Media Strategies. (Lecturer and tutor. 1999 – 2002)
- *MKT00103. Advertising and Promotion. (Lecturer and tutor 2000)
- *MNG00143. Human Resource Management. (Lecturer – 2002-2004)
- *SOY00179. Project Management. (Course co-ordinator – external. 2000-2003)
- *MNG00319. Buying. (Course co-ordinator – external. 2002)
- *MKT00075. Marketing Fundamentals (Tutor 1999 – 2001)

Positions of Responsibility held (SCU):

- Coordinator and writer - MNG00219 – Contemporary Workplace Issues in Tourism & Hospitality, SCU. 2004 – present.). Put course on-line using SCU’s Blackboard software system.

- Coordinator and writer – MNG1413 – Human Resource Management for Tourism & Hospitality. SCU. (2004 – present). Put course on-line using SCU’s Blackboard software system.
- Coordinator- MKT01907 - Tourism & Hospitality Management. 7th intake, Bangkok, Thailand (August – December 2006). School of Tourism and Hospitality, SCU.
- Coordinator - MNG 00908. - Strategic Management in Tourism and Hospitality Industries – 2nd Intake, Bangkok, Thailand (May – October 2002). School of Tourism and Hospitality, SCU.
- Coordinator - SOY 00179. - Project Management Unit (2000-2002 – School of Commerce & Management - SCU). Put course on-line using SCU’s Blackboard software system.
- Coordinator . MNG 00914. – Managing HRM and Change in the Hotel Industry – 2nd Intake, Bangkok, Thailand (August – December 2001). School of Tourism and Hospitality, SCU.
- Coordinator. MNG 00319. Buying Unit (Spring Semester 2002 - School of Commerce & Management - SCU) Put course on-line using SCU’s Blackboard software system.
- External Student Guide Author - SOY00179. Project Management Unit (2000-2002 – School of Commerce & Management - SCU).
- External Student Guide Co-Author - MNG 00319. Buying Unit (2002 - School of Commerce & Management - SCU).
- Joint Funding Application – Regional Cuisine Project (with Ms Janet Hanlan – SCU, School of Business.)
- Co-ordinator DEWRSB ACC funding applications for both SCU and CHEC Management – 2000-01.’

Honours supervision completions.

Anderson,, E. 2004. “[The Motivation and Management of Volunteers : A Comparative Study of two Regional Tourism Organisations.](#)” Second Class – First Division (Distinction).

Morrison, A. 2005. *The Influences of Human Resource Strategies on Guest Perceptions of Service Quality in a Resort Setting: A Regional Case Study*’. Second Class – First Division (Distinction).

Ely, P. 2005. “*The Effects of Changing Demographic Characteristics on Consumer Retail Demand: A Study Focused on the Coffs Harbour Region.*”. Second Class – First Division (Distinction).”

Dzinamarira, N. 2006. *An Evaluation of Employee Motivation Strategies in a Resort.*” Second Class – First Division (Distinction).

Research Projects

- 2008 Regional and remote indigenous tourism labour market project with Assoc Prof Jeremy Buultjens of Australian Regional Tourism Research Centre., SCU, Lismore. SCU IRG project.
- 2006 -07 National Tourism & Hospitality skills shortage CRC project.

Research Interests

Employment relations strategies and their effects on service quality in the tourism and hospitality industry, the overall physical/sociological and economical value of a holiday, OH&S in tourism and hospitality, the effects of changing work patterns on holiday destinations, the effects of demographics on the T&H labour market and downshifting and 'seachangers' and what they mean for the T&H industry.

Prizes Awarded at SCU

Awarded the Kylie Wilson Award by the School of Psychology, SCU (2006) for 'Best assistance in research project(s)'.

Other Employment

- 1998-2002** Casual Teacher TAFE – Teaching HRM, Industrial Relations, Marketing, Project Management, Operations Management & Management to Retail and also to International Business Students.
- 1998-2008** Casual Trainer – OH&S – Enterprise Training Co- Coffs Harbour, NSW. Compulsory Workcover accredited induction-trainer for courses for construction workers.
- 1992-1998** Industrial Officer – NZ Public Service Association– Wellington, NZ. Negotiating enterprise agreements and large organisational restructuring agreements on a national basis for public servants during a period of large-scale change.
- 1991** Freelance Travel Writing – Africa and Asia. Wrote and had published articles in NZ newspapers while backpacking for one year.
- 1983-1991** Safety Officer–Various Sydney Construction Sites. Worker representative on Safety Committees then employed by a number of construction companies to co-ordinate OH&S policy and practice and help run OH&S Safety Committees. Risk analysis and accident investigation. Accredited rigger and scaffolder.
- 1977- 1983** Industrial Radiographer. – NZ and Norway. (Including a period of self-employment). X-Ray operation and diagnosis on oilrigs in North Sea and natural gas pipelines in NZ.
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