

**GRACE ELEANOR KIM**  
[gekim@cougarnet.uh.edu](mailto:gekim@cougarnet.uh.edu)

## EDUCATION

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**University of Houston** Anticipated Completion: May 2027  
Ph.D. Hospitality Administration, Conrad N. Hilton College of Global Hospitality Leadership

**University of Houston** May 2024  
M.S. Hospitality Management, Conrad N. Hilton College of Global Hospitality Leadership

**University of Houston** May 2019  
B.S. College of Liberal Arts and Social Sciences  
Major: Psychology  
Minor: Health

## PRESENTATIONS

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Graduate Student Conference 2025  
Presentation: *Made to Serve, Not to Act: The Role of Supervisor Support in Sexual Harassment.*  
Advisor: Dr. Dustin Maneethai

Global ESG Conference 2024  
Presentation: *Unseen Forces: Understanding the Influence of Moral Emotions on Sexual Harassment.*  
Advisor: Dr. Dustin Maneethai

Graduate Student Conference 2024  
Poster: *Development and Validation of the Supervisor Support in the Sexual Harassment Experience (SHE) Scale.*  
Advisor: Dr. Dustin Maneethai

## HONORS & AWARDS

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Award for Outstanding Service, Sigma Phi Omega	2018
Corporate Management Training & Certification, Smoothie King	2019
ServSafe Food Safety Manager Certification	2017, 2022
Inspire Award for Excellence in Operational Standards	2017, 2021, 2022
King's Club Award for Exceeding \$1 Million in Same-Store Sales	2019, 2022, 2023
Advanced Microsoft Excel Certification	2023
QPR Suicide Prevention Gatekeeper Certificate	2023
COMPASS Sexual Misconduct Navigator Certificate	2023
Texas Alcoholic Beverage Commission Certificate	2024
Alumni Association Award for Academic Excellence	2024
Graduate Dean's Award	2024

## GRANTS

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Cullen Graduate Fellowship Travel Grant (\$500)	2023
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## LEADERSHIP & OUTREACH

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Doctoral Student Association, <i>Vice President</i>	2025 – Present
Graduate Student Association, <i>President</i>	2023 – Present
<i>Community Involvement Coordinator</i>	2022 – 2023
Eta Sigma Delta Honors Society Student Chapter	2023 – 2025
Jed Foundation, <i>Campus Leader</i>	2023 – 2025
University of Houston Women and Gender Resource Center, <i>COMPASS Sexual Misconduct Navigator</i>	2023 – 2025
University of Houston Counseling and Psychological Services, <i>QPR Suicide Prevention Gatekeeper</i>	2023 – 2025
University of Houston Wellness Center, <i>Step UP! Student Advocate</i>	2023 – 2025
National Alliance on Mental Health of Greater Houston	2022 – 2025
Texas Restaurant Association Cougar Chapter	2023 – 2024
University of Houston Alumni Book Club, <i>Discussion Leader</i>	2021 – 2022
Houston Food Bank, <i>Apple Corps Leader</i>	2021 – 2022
Sigma Phi Omega Cougar Chapter, <i>Service Chair</i>	2018 – 2019

## PROFESSIONAL EXPERIENCE

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<b>Smoothie King, Shanti Group, LLC.</b>	Houston, Texas
<i>Operations Manager, 15 Locations in the Houston Territory</i>	May 2023 – August 2024

- Led teams across multiple locations, showcasing exemplary leadership and mentoring skills in the Houston Heights, Atascocita, Tomball, Spring, Pasadena, Deer Park, Fairmont, Wallisville, Baytown, Greenspoint, Dayton, Mont Belvieu, and Texas City.
- Constructed plans for new-store openings, hiring and retention decisions, payroll, menu pricing, employee management, and contributing to the expansion and growth of the organization.
- Conducted monthly regional and general manager meetings with franchisees, facilitating communication and alignment on the organization's business objectives.
- Led the transition of new ownership and management of 7 acquired stores.
- Led the construction and training of new store openings in Spring and Dayton.

<b>Smoothie King, Blending Management, LLC.</b>	Houston, Texas
<i>Regional Manager, 6 Locations in the Houston Territory</i>	August 2022 – May 2023

- Led the general management training in Serve-to-Inspire and PRIME auditing for locations in Greenspoint, Atascocita, Baytown, Mont Belvieu, Pasadena, and Houston Heights.
- Overturned three underperforming stores to over \$800K in same-store sales.
- Transitioned all stores in Data Central Inventory, Scheduling, Forecasting, COGS Analysis, and ShiftWorks, enhancing the team's capability in data-driven management.
- Led the training of the new store openings in Mont Belvieu and Texas City.

**Smoothie King, Blending Management, LLC.**

Humble, Texas

*General and District Manager*

December 2015 – August 2022

- Improved same-store sales of the Atascocita location from \$300K to \$700K in management tenure.
- Took over full management responsibilities for Greenspoint, Atascocita, and Baytown locations during the COVID-19 pandemic, overseeing all staffing, training, and operational decisions during a critical transition period.
- Recognized for creating a successful work culture, upselling practices, and team member engagement in the Houston territory in 2017, 2021, and 2022.
- Transitioned all stores from Focus to Brink POS systems.
- Represented the franchise group at the annual Smoothie King conference in 2021 and 2022.
- Recognized as the first manager to receive full marks on the corporate management training exam in 2019.
- Received ServSafe Food Safety Handlers and Managers Certificate in 2017 and 2022.

**REFERENCES**

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Jaime Ramsey  
Smoothie King  
Operations Manager and Field Consultant, Smoothie King Franchises, Inc.  
Corporate Liaison  
9797 Rombauer Rd. Suite 150,  
Coppell, TX, 75019  
(832) 584-7035  
Jaimery.smoothieking@gmail.com

Daniel Gieseke  
Smoothie King  
Database and Systems Manager, Fahmi Management LLC., Shanti Group LLC., Blending Management, LLC.  
Co-Operations Position  
397 Beltway FL. 2,  
Houston, TX, 77060  
(832) 556-3077  
danielgiesekesk@gmail.com

Ashley Vasquez  
Smoothie King  
Regional Manager, Shanti Group LLC.  
Co-Supervisory Position  
397 Beltway FL. 2,  
Houston, TX, 77060  
(832) 969-2044  
Ashvasquez235@yahoo.com