



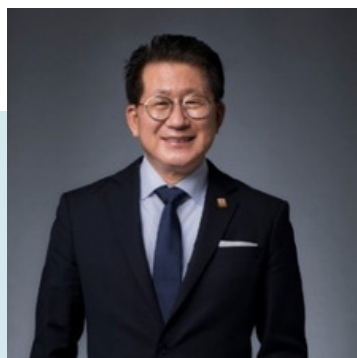
2019 APacCHRIE & EuroCHRIE Joint Conference

01

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02 WELCOME MESSAGE FROM CONFERENCE CHAIRMAN



Professor Kaye Chon

Dean and Chair Professor

Walter Kwok Foundation Professor in International Hospitality Management

School of Hotel and Tourism Management

The Hong Kong Polytechnic University and

Chairman of 2019 APacCHRIE & EuroCHRIE cum 4th Global Tourism and Hospitality Conference

It is a great pleasure and an honour to extend to you a warm invitation to attend the 2019 APacCHRIE & EuroCHRIE cum 4th Global Tourism and Hospitality Conference, to be held in Hong Kong on 22-25 May at the state-of-the-art Hotel ICON, our groundbreaking teaching and research hotel.

Hosted by the School of Hotel and Tourism Management (SHTM) of The Hong Kong Polytechnic University (PolyU), the 2019 Conference will be run entirely by SHTM undergraduate students from the Special Event Class. These talented students formed an organising committee to manage the Conference and put together an enriching programme for our international delegates, ensuring you an experience unlike any other.

This great historical event will take place in the very heart of where East meets West – Hong Kong – a dynamic and vibrant city connecting the world. The 2019 Conference is a game changer for the international community, showcasing East Meets West in Hospitality and Tourism Education, a place where ideas will shape the future of the hospitality and tourism industry.

The 2019 Conference will provide a wonderful platform for academics, industry leaders, journal editors, young scholars and researchers to define the future roadmap of the global hospitality and tourism sector. As the Founding Chairman of APacCHRIE, I look forward to the close collaboration of APacCHRIE and EuroCHRIE and the role both federations will continue to play in advancing hospitality and tourism education and research internationally.

The year 2019 is also a special year for all of us at the SHTM as it marks the 40th anniversary of our School. This is a time for us to look back with pride and forward in confidence. This is also a time for us to celebrate and celebrations will culminate in the 2019 Conference. I look forward to welcoming you to the Conference and to the celebrations.

03 WELCOME MESSAGE FROM APACCHRIE & EUROCHRIE PRESIDENTS



Dr Peter Kim

Presidents of APacCHRIE,
Associate Professor & Associate
Director of New Zealand Tourism
Research Institute,
Auckland University of Technology



Dr Ralf Burbach

President of EuroCHRIE,
Head of Hospitality Discipline &
Assistant Head of School of Hospitality
Management and Tourism,
Dublin Institute of Technology

On behalf of the EuroCHRIE and APacCHRIE Federations and the planning committee of the conference, it is our great honour and pleasure to welcome all of you to the very first joint APacCHRIE – EuroCHRIE conference in the fantastic city of Hong Kong where East meets West in a multitude of ways.

As part of the International CHRIE family, our Federations decided two years ago to join forces to bring you a truly International conference. From now on, we will have joint conference every four years. At a board meeting, we literally flipped a coin to decide whether to hold the first in Europe or in Asia Pacific.

Since the decision was made to award the conference to the School of Hotel and Tourism Management at Hong Kong Polytechnic University, one of the leading hospitality and tourism schools in the world, our colleagues here have put in a tremendous amount of effort to organise what promises to be a truly unforgettable conference experience in the ground breaking Hotel ICON. On behalf of both APacCHRIE and EuroCHRIE, we are appreciative of the collective effort of individuals in the organizing committee chaired by Professor Kaye Chon who have successfully planned and organized the conference.

We are thrilled with a record number of attendees and an exciting and inspiring conference programme that will really encapsulate the conference theme 'East meets West in Hospitality and Tourism Education'. We are sure that you will have the pleasure to experience the wonderful Asian Pacific and European hospitality breaking new ground with this new conference!

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ADVISORY COMMITTEE



Conference Chairman

Prof. Kaye Chon

Dean and Chair Professor

Walter Kwok Foundation Professor in International Hospitality Management

School of Hotel and Tourism Management

The Hong Kong Polytechnic University



Program Chairman Dr. Qu Xiao

Associate Professor
School of Hotel and
Tourism
Management
The Hong Kong
Polytechnic
University



Paper Chairman Prof. Sam Kim

Professor
School of Hotel and
Tourism
Management
The Hong Kong
Polytechnic
University



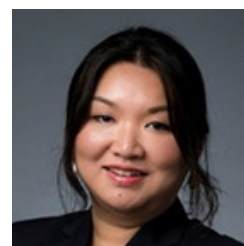
Youth Conference Chairman Dr. Henry Tsai

Associate Professor
School of Hotel and
Tourism
Management
The Hong Kong
Polytechnic
University



Executive Officer (Conferences) Ms. Leslie Fung

Executive Officer
School of Hotel and
Tourism
Management
The Hong Kong
Polytechnic
University



Advisor to Student Committee Ms. Pia Kwan

Instructor
School of Hotel and
Tourism
Management
The Hong Kong
Polytechnic
University

ORGANIZING COMMITTEE

Billy CHAN

Yannes CHEUNG

Katie IP

Janet LEE

Victoria TAI

Heidi WONG

Charlotte CHAN

Jeffrey CHIM

Amber Keung

Shirley LEE

Chingves TAM

Jayden WONG

Enya CHAN

Teddy CHOI

Lemon KU

Sophia LEE

Dylan TAM

Bowie WU

Jackson CHAN

Christy CHOW

Dior LAI

Winkie LEE

Coey TANG

Alex YUENG

Jimmy CHAN

Hilda CHOW

Cora LAU

Avis LI

Jasmine TANG

Yanris YUAN

Phoebe CHENG

Karen CHOY

Leo LAU

Iris Li

Tiffany TEOW

Ariel YUEN

Becky CHEUNG

Nancy CHUENCHAI

Melody LAU

Shirley LI

Alice TUNG

Eagle ZHOU

Cheyenne CHEUNG

Callie CHUNG

Chloe LAW

Nancy NG

Ada WAN

Nicole CHEUNG

Alan HO

Crystal LEE

Tommy NG

Alfred WONG

Yanice CHEUNG

Emma HON

Kary LEE

Ivan NGAN

Canny WONG

05

PLANNING COMMITTEE

APacCHRIE



Dr. Peter B. Kim

President,
Auckland University
of Technology,
New Zealand



Mr. Samir Thapa

Immediate Past
President,
Silver Mountain School
of Hotel Management,
Nepal



**Professor
Pearl Yueh-Hsiu Lin**

Vice President,
National Kaohsiung
University of
Hospitality and
Tourism, Taiwan



Professor Sam Kim

Secretary,
The Hong Kong
Polytechnic University,
Hong Kong SAR



Ms. Joji Ilagan Bian

Treasurer,
Joji Ilagan Schools
Foundation Inc,
The Philippines

EuroCHRIE



Dr. Ralf Burbach

President,
Dublin Institute of
Technology, Ireland



Mr. Anders Justenlund

Immediate Past
President,
University College,
Northern Denmark,
Denmark



Ms. Chrystel Masdupuy

Vice President,
Ecole Supérieure
Internationale de
Savignac,
France



Dr. Steven Rhoden

Secretary
Manchester
Metropolitan University,
United Kingdom



Mr. Risto Karmavuo

Treasurer,
Haaga-Helia
University of Applied
Sciences,
Finland

Hong Kong PolyU



Dr. Qu Xiao

Past President of
APacCHRIE,
Hong Kong SAR

Paper Review Committee



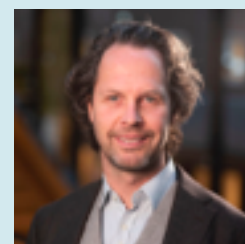
Professor Sam Kim

Paper Review Chair,
The Hong Kong
Polytechnic University,
Hong Kong SAR



**Associate Professor
Bongkosh N. Rittichainuwat**

Paper Review Co-Chair,
Director of Research of
APacCHRIE, Thailand



Professor Xander Lub

Paper Review Co-Chair,
Director of Research of
EuroCHRIE, Netherlands

06

VENUE - HOTEL ICON



Officially open in September 2011, Hotel ICON is a unique teaching and research hotel offering a fully-integrated teaching and learning education approach. Wholly owned by PolyU and an extension of the SHTM, Hotel ICON is a 262-room hotel that takes a new look at hospitality, delivering a kaleidoscope of fresh experiences with cutting edge facilities for guests from around the world.

Located in a building complex that also houses the SHTM campus, university staff quarters, research facilities, resources centre, classrooms as well as faculty and administration offices, Hotel ICON is envisioned as a “hotel with a purpose”, committed to providing interactive and dynamic learning environments as well as state-of-the-art educational facilities.

FACILITIES & SERVICES

The hotel in East Tsim Sha Tsui offers three vibrant dining spaces including Green café on the lobby level, The Market for an international buffet with an array of Asian fare, and Above & Beyond, a top-floor Chinese fine-dining restaurant. Silverbox, a 570 square metre open-plan ballroom, can accommodate a broad range of special events, conferences, banquets or meetings.

As the world’s first co-located, co-lead programme offered in a teaching and research hotel – Hotel ICON believes in the future of Asian hospitality and provides a dynamic environment to inspiring a new generation of passionate pioneering hoteliers and students who will one day take their positions as leaders in the hospitality and tourism sector.

07 PROGRAMME RUNDOWN

Day 1 - 22 May 2019

Time	Programme	Venue
08:00-21:00	Registration	
<i>APacCHRIE & EuroCHRIE Board Meetings</i>		
08:30-12:30	APacCHRIE Board Meeting	Silverbox Ballroom, Hotel ICON
09:00-12:30	EuroCHRIE Board Meeting	Resource Centre 4/F, SHTM
<i>Workshops</i>		
08:30-17:00	Certification in Advanced Hospitality and Tourism Analytics (CAHTA) Facilitator: <ul style="list-style-type: none"> Mr. Steve Hood, Senior Vice President, Research & Founding Director, STR SHARE Center 	302, SHTM
08:30-17:00	Certification in Hotel Industry Analytics (CHIA) Facilitator: <ul style="list-style-type: none"> Mr. Duane Vinson, Assistant Director, STR SHARE Center 	303, SHTM
09:00-11:30	Design Thinking Facilitator: <ul style="list-style-type: none"> Dr. Geoff Maree, Senior Lecturer, Breda University of Applied Sciences 	306, SHTM
09:00-10:30	Hotel Industry Insights and Revenue Management Outlook: An Interactive Simulation Works hop Facilitators: <ul style="list-style-type: none"> Mr. Peter Russell, Operations Director, Russell Partnership Technology Ms. Heidi Anaya, Head of Education, Russell Partnership Technology 	304, SHTM
09:00-10:30	Taylors & Francis Workshop: What's Next in Tourism and Hospitality Moderator: <ul style="list-style-type: none"> Ms. Lyndsey Dixon, Regional Editorial Journals Director, Asia Pacific, Taylor & Francis Group Panelists: <ul style="list-style-type: none"> Prof. Rob Law, Managing Editor, Asia Pacific Journal of Tourism Research and Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Dr. Jinsoo Lee, Managing Editor, Journal of Travel and Tourism Marketing and Associate Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University 	Function Rooms 1 & 2, B1, SHTM

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PROGRAMME RUNDOWN

Day 1 - 22 May 2019

10:30-11:00	Refreshment Break	Foyer B1, SHTM
11:00-12:30	Early Career Development: Issues and Strategies Moderator: <ul style="list-style-type: none"> Prof. Vikneswaran Nair, Dean of Graduate Studies and Research, University of The Bahamas Panelists: <ul style="list-style-type: none"> Dr. Yong Chen, Assistant Professor, École hôtelière de Lausanne Prof. Agnes DeFranco, Conrad N. Hilton Distinguished Chair, Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston Prof. SooCheong (Shawn) Jang, School of Hospitality and Tourism Management, Purdue University Dr. Ksenia Krilova, Assistant Professor, School of Hospitality and Tourism Management, The Hong Kong Polytechnic University Dr. Laurie Wu, Assistant Professor, Temple University 	Function Rooms 5 & 6, B1, SHTM
11:00-12:30	Mid-Career Development: Issues and Strategies Moderator: <ul style="list-style-type: none"> Dr. Basak Denizci, Associate Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Panelists: <ul style="list-style-type: none"> Prof. Ki-Joon Back, Associate Dean for Research and Graduate Studies, Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston Prof. Billy Bai, Associate Dean of Research and Graduate Programs, William F. Harrah College of Hospitality, University of Nevada, Las Vegas Prof. Brian King, Associate Dean, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Prof. Anna Mattila, Marriott Professor of Lodging Management, The Pennsylvania State University 	Function Rooms 1 & 2, B1, SHTM
APacCHRIE & EuroCHRIE Board Meetings		
14:00-15:30	APacCHRIE & EuroCHRIE Joint Board Meeting	Silverbox Ballroom, Hotel ICON

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PROGRAMME RUNDOWN

Day 1 - 22 May 2019

Workshop		
14:00-15:30	Research and Publication: Insights from Journal Editors Moderator: <ul style="list-style-type: none"> Prof. Bob McKercher, Interim Editor-in-Chief, <i>Tourism Management</i> and Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Panelists <ul style="list-style-type: none"> Prof Perry Hobson, Editor-in-Chief, <i>Journal of Vacation Marketing</i> and Pro-Vice Chancellor Global Engagement, Sunway University Prof. Rob Law, Managing Editor, <i>Asia Pacific Journal of Tourism Research</i> and Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Dr. Jinsoo Lee, Managing Editor, <i>Journal of Travel and Tourism Marketing</i> and Associate Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Prof. Haiyan Song, Editor-in-Chief, <i>Journal of China Tourism Research</i> and Associate Dean and Chair Professor, Mr and Mrs Chan Chak Fu Professor in International Tourism, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Dr. Wantanee Suntikul, Joint Editor-in-Chief, <i>Tourism Culture & Communication</i> and Assistant Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University Prof Jinlin Zhao, Editor-in-Chief, <i>International Hospitality Review</i> and Professor of Hospitality and Tourism management and Director of Graduate Programs, Florida International University 	Function Rooms 5 & 6, B1, SHTM
Concurrent Sessions		
14:00-15:30	Concurrent Session 1	B1, 3/F, 8/F, SHTM
15:30-16:00	Refreshment Break	Foyer B1, SHTM
16:00-17:30	Concurrent Session 2	B1, 3/F, 8/F, SHTM
16:00-17:00	Deans and Directors Meeting	Silverbox Ballroom, Hotel ICON
17:30-18:30	First-time Attendees Reception	Foyer B1, SHTM
18:30-20:30	Welcome Reception	Silverbox Ballroom, Hotel ICON
SHTM/Hotel ICON Tours (Pre-registration required)		
14:30-15:30	Optional SHTM/Hotel ICON Tour 1	SHTM Lobby
15:30-16:30	Optional SHTM/Hotel ICON Tour 2	SHTM Lobby
16:30-17:30	Optional SHTM/Hotel ICON Tour 3	SHTM Lobby
17:00-18:00	Optional SHTM/Hotel ICON Tour 4	SHTM Lobby

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PROGRAMME RUNDOWN

Day 2 - 23 May 2019

Time	Programme	Venue
07:30-18:00	Registration	
08:00-18:00	<i>Exhibition Area Open</i>	Function Rooms 5 & 6, B1, SHTM
09:00-09:30	<i>Opening Ceremony</i> <ul style="list-style-type: none"> • Dr. Peter Kim, Presidents of APacCHRIE and Associate Professor & Associate Director of New Zealand Tourism Research Institute, Auckland University of Technology • Dr. Ralf Burbach, President of EuroCHRIE and Head of Hospitality Discipline & Assistant Head of School of Hospitality Management and Tourism, Dublin Institute of Technology • Professor Kaye Chon, Dean and Chair Professor, Walter Kwok Foundation Professor in International Hospitality Management, School of Hotel and Tourism Management, The Hong Kong Polytechnic University 	Silverbox Ballroom, Hotel ICON
09:30-10:30	<i>Plenary Session 1</i> Connecting the Dots between Research and Industry Practices <u>Session Chair:</u> <ul style="list-style-type: none"> • Prof. Haiyan Song, Associate Dean and Chair Professor, Mr and Mrs Chan Chak Fu Professor in International Tourism, School of Hotel and Tourism Management, The Hong Kong Polytechnic University <u>Featured Speakers:</u> <ul style="list-style-type: none"> • Prof. Joseph Sirgy, Virginia Tech Real Estate Professor of Marketing, Virginia Polytechnic Institute and State University • Dr. Jennifer Cronin, President of Wharf Hotels Management Limited • Prof. Kaye Chon, Dean and Chair Professor, Walter Kwok Foundation Professor in International Hospitality Management, School of Hotel and Tourism Management, The Hong Kong Polytechnic University 	Silverbox Ballroom, Hotel ICON
10:30-11:00	Refreshment Break	Foyer B1, 306, Resource Centre 4/F, SHTM
10:45-11:30	<i>Poster Session 1</i>	Resource Centre 4/F, SHTM
11:00-12:30	<i>Concurrent Session 3</i>	B1, 3/F, 8/F, SHTM
12:30-14:00	Luncheon	Silverbox Ballroom & The Green, Hotel ICON

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PROGRAMME RUNDOWN

Day 2 - 23 May 2019

14:00-15:30	Concurrent Session 4	B1, 3/F, 8/F, SHTM
15:00-15:45	Poster Session 2	Resource Centre 4/F, SHTM
15:30-16:00	Refreshment Break	Foyer B1, 306, Resource Centre 4/F, SHTM
16:00-17:30	Plenary Session 2 Current Issues on Hospitality and Tourism Industry <u>Session Chair:</u> <ul style="list-style-type: none"> Dr. Louis Shih, Executive Director, Old Stone Hotels Company Limited <u>Panelists:</u> <ul style="list-style-type: none"> Dr. James Mabey, Chief International Business Officer & Head of Asia and Middle East, Standard International Mr. Peter Russell, Operations Director, Russell Partnership Technology Ms. Rebecca Kwan, Chairman of the Hong Kong Hotels Association Mr. Steve Hood, Senior Vice President, Research and Founding Director, SHARE Center STR 	Silverbox Ballroom, Hotel ICON
17:30-19:00	Virginia Tech Alumni Reception	The Crossroad, 7/F, SHTM
19:00-22:00	Dinner with Speakers (Optional and Pre-registration required) <ul style="list-style-type: none"> Provided by Mr. Lee Adams, Head Chef of SKYE, The Park Lane Hong Kong, a Pullman Hotel 	Bistro 1979, B2, SHTM
Open Evening	<i>Explore Hong Kong on your own</i>	

SHTM/Hotel ICON Tours (Pre-registration required)

10:30-11:30	Optional SHTM/Hotel ICON Tour 5	SHTM Lobby
14:30-15:30	Optional SHTM/Hotel ICON Tour 6	SHTM Lobby
17:00-18:00	Optional SHTM/Hotel ICON Tour 7	SHTM Lobby

12 PROGRAMME RUNDOWN

Day 3 - 24 May 2019

Time	Programme	Venue
08:00-17:00	Registration	
08:00-17:00	Exhibition Area Open	Function Rooms 5 & 6, B1, SHTM
08:45-09:15	APacCHRIE AGM	Silverbox Ballroom, Hotel ICON
	EuroCHRIE Information Session	Function Room 1, B1, SHTM
09:30-10:30	Plenary Session 3 Service Design <u>Session Chair:</u> <ul style="list-style-type: none"> Prof. Kun Pyo Lee, Dean of School of Design, Swire Chair Professor of Design, Alex Wong Siu Wah Gigi Wong Fook Chi Professor in Product Design Engineering, The Hong Kong Polytechnic University <u>Panelists:</u> <ul style="list-style-type: none"> Prof. Birgit Mager, Service Design Professor, Köln International School of Design Dr. Jung-Joo Lee, Deputy Head, Research Division of Industrial Design, School of Design and Environment, National University of Singapore 	Silverbox Ballroom, Hotel ICON
09:00-10:30	Concurrent Session 5	3/F, SHTM
10:30-11:00	Refreshment Break	Foyer B1, 306, Resource Centre 4/F, SHTM
10:45-11:30	Poster Session 3	Resource Centre 4/F, SHTM
11:00-12:30	Concurrent Session 6	B1, 3/F , 8/F, SHTM
12:30-14:00	Luncheon	Silverbox Ballroom & The Green, Hotel ICON
14:00-15:30	Concurrent Session 7	B1, 3/F , SHTM
14:00-15:30	Introduction to SHARE Center Data for Research and Resources for the Classroom	821, SHTM
15:30-16:00	Refreshment Break	Foyer B1, 306, SHTM

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PROGRAMME RUNDOWN

Day 3 - 24 May 2019

16:00-17:30	<p><i>Plenary Session 4</i> Hospitality and Tourism Education: Embracing Innovations</p> <p><u>Session Chair:</u></p> <ul style="list-style-type: none">• Prof. Cathy Hsu, Chair Professor, School of Hotel and Tourism Management, The Hong Kong Polytechnic University <p><u>Panelists:</u></p> <ul style="list-style-type: none">• Dr. Inès Blal, Executive Dean, Ecole hôtelière de Lausanne• Mr. Anders Justenlund, Lecturer/Business Developer, Int. Hospitality Management at University College, Northern Denmark• Prof. Pearl Yueh-Hsiu Lin, President, National Kaohsiung University of Hospitality and Tourism• Dr. Nicholas J. Thomas, Associate Professor & Director, School of Hospitality Leadership, DePaul University	Silverbox Ballroom, Hotel ICON
17:45-18:45	<i>Cocktail Reception</i>	Foyer B1, SHTM
19:00-22:00	<i>Gala Dinner & Closing Ceremony</i>	Silverbox Ballroom, Hotel ICON

Day 4 - 25 May 2019

Post Conference Tour

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PLENARY SESSION 1

Day 2, 23 May 2019, 09:30 - 10:30, Silverbox Ballroom

Theme: Connecting the Dots between Research and Industry Practices



SESSION CHAIR

Professor Haiyan Song

Associate Dean (Research) and Chair Professor,
Mr and Mrs Chan Chak Fu Professor in International Tourism,
School of Hotel and Tourism Management,
The Hong Kong Polytechnic University

Professor Haiyan Song's research focuses on tourism demand modelling and forecasting, service recovery, tourist satisfaction, and wine economics. He has played significant roles in a number of international consultancy and collaborative projects, covering tourist satisfaction and service quality indices, Asia Pacific visitor forecasts, web-based tourism demand forecasting system, and development of the Guangdong tourist satellite account, which have considerable impact on tourist destination management. Prof. Song is President of the International Association for Tourism Economics (IATE) and International Association for China Tourism Studies (IACSTS). The honours he received include the John Wiley & Sons Lifetime Research Achievement Award by ICHRIE in 2010 and Michael D. Olsen Research Achievement Award by University of Delaware in 2014.



SPEAKER

Professor M. Joseph Sirgy

Virginia Tech Real Estate Professor of Marketing,
Virginia Polytechnic Institute and State University

M. Joseph Sirgy is a management psychologist (Ph.D., U/Massachusetts, 1979) and the Virginia Tech Real Estate Professor of Marketing. He has published extensively in the area of marketing, business ethics, and quality of life (QOL). He served as President of the Academy of Marketing Science from which he received the Distinguished Fellow Award and the Harold Berkman Service Award (lifetime achievement award for serving the marketing professoriate). He co-founded the Macromarketing Society, the International Society for Quality-of-Life Studies, the Community Indicators Consortium, and Applied Research in Quality of Life (the official journal of the ISQOLS). He received the Virginia Tech's Pamplin Teaching Excellence Award/Holtzman Outstanding Educator Award and University Certificate of Teaching Excellence. Furthermore, he won the Best Paper Award in the Journal of Travel Research for his goal theory of leisure travel satisfaction.

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SPEAKER

Dr. Jennifer Cronin
President,
Wharf Hotels Management Limited

An Australian, Dr. Cronin has an extensive career and track record in hotels and hospitality throughout Asia and Australia and was appointed President of Wharf Hotels (formerly known as Marco Polo Hotels) in February 2016 after serving as VP Sales & Marketing from 2014. Her initial remit was to launch the new luxury hotel brand, Niccolo and open the first of the luxury portfolio, Niccolo Chengdu in 2015. This has set the benchmark for new openings in Chongqing, Changsha and Suzhou, including the opening of the new HK flagship property in 2018 in the conservation project, The Murray, Hong Kong, a Niccolo Hotel. Jennifer graduated with a Doctorate of Philosophy in 2016 from Bond University based on her PhD research, titled "Empowering Readiness; influencing crisis management success outcomes". In 2016, Jennifer was also conferred Bond University's most prestigious alumni accolade; the Robert Stable Alumni Medal, for her exceptional achievement in bridging academia and industry. 2016 culminated with Jennifer receiving the 2016 APAC BMW Corporate Hotelier of the Year Award. Her commitment to professional development and supporting future hoteliers is evidenced with her appointment to Chairperson of the Industry Advisory Committee for the SHTM, Hong Kong Polytechnic University, as well as the Advisory Board of Bond Business School.



SPEAKER

Professor Kaye Chon
Dean and Chair Professor,
Walter Kwok Foundation Professor in
International Hospitality Management,
School of Hotel and Tourism Management,
The Hong Kong Polytechnic University

A former hotel manager and tourism industry consultant, Professor Kaye Chon (Ph.D., CHE, FIH) is Dean, Chair Professor and Walter Kwok Foundation Professor in International Hospitality Management of the School of Hotel and Tourism Management (SHTM) at The Hong Kong Polytechnic University. Professor Chon is a graduate of the University of Maryland (AA), Georgia State University (BSc), University of Nevada, Las Vegas (MSc), and Virginia Tech (Ph.D.). Under Professor Chon's leadership, SHTM has arisen as one of the world's leading institutions in hospitality and tourism management. The School is ranked No. 1 globally in international rankings including ShanghaiRanking's Global Ranking of Academic Subjects 2017/2018, University Ranking by Academic Performance Laboratory in 2017/2018 and the CWUR Rankings by Subject 2017. A frequent speaker at international conferences, Professor Chon has published over 200 papers in international journals and professional publications and has authored or edited ten books. One of his co-authored books, *Welcome to Hospitality: An Introduction* has been adopted as a textbook in more than 100 hospitality education programmes world-wide. He is currently the Editor-in-Chief of the *Journal of Travel & Tourism Marketing* and the *Asia Pacific Journal of Tourism Research*. He has been listed in *Who's Who In The World*.

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PLENARY SESSION 2

Day 2, 23 May 2019, 16:00 - 17:30, Silverbox Ballroom

Theme: Current Issues on Hospitality and Tourism Industry

SESSION CHAIR



Dr. Louis Shih
Executive Director,
Old Stone Hotels Company Limited

Dr. Shih began his hotel career as a venture capitalist specialized in hotel investment in mid-1980's. In 1995, he was recruited by Marriott International to develop Marriott hotel brands in China, and he introduced Marriott to acquire the Renaissance Hotel Group which added more than 100 properties to Marriott in 1999. In 2000, he founded his own hotel consultancy, Old Stone Hotels Company Limited, an independent consultant to give hotel investors advice on hotel development. He also assists hotel owners to identify appropriate hotel brands and help negotiate management agreements and manage the management companies.

Dr. Shih attended University of Massachusetts, University of Hartford, and The Hong Kong Polytechnic University where he earned B.Sc., MBA, and D.HTM degrees respectively.

PANELIST



Mr. Steve Hood
Senior Vice President,
Research and Founding Director,
SHARE Center STR

Steve is Senior Vice President of Research for STR. He has been with STR for 23 years and was involved in the original development of the STAR program utilized by nearly 65,000 hotels and most hotel companies around the world. Steve is the Founding Director of the SHARE Center, STR's program to support hospitality and tourism schools with nearly 850 members from 75 different countries. The STR SHARE Center provides hospitality and tourism data for research and for use in the classroom as well as related resources including training programs and student certifications. Steve serves on advisory boards and as an honorary professor for leading schools, including Cornell, Penn State, Virginia Tech, University of Delaware, Colorado State, Ecole Hoteliere de Lausanne and Hong Kong Poly. Steve has been recognized with the ICHRIE Industry Recognition Award, the EuroCHRIE Nestle Pro Gastronomia Award and by the Hotel Schools of Distinction for his commitment to hospitality and tourism education.

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PANELIST



Ms. Rebecca Kwan

Chairman of the Hong Kong Hotels Association

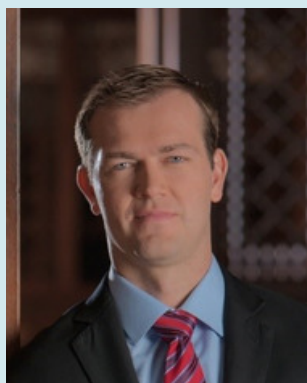
Ms. Rebecca Kwan was elected as the first female Chairman of the Hong Kong Hotels Association for the term of 2018-2020 since the association established in 1961.

Ms. Kwan is the Senior Vice President of Sales – HK & UK and Head of Operations – UK of Dorsett Hospitality International. Ms. Kwan also holds the position of General Manager of Lan Kwai Fong Hotel @ Kau U Fong, under “d.Collection” Brand of Dorsett Group.

Ms. Kwan was invited as the Members of Tourism Strategy Group – Tourism Commission under The Government of HKSAR since Yr. 2017. She is also is the Honorary Vice President of GHM (Guangdong Hong Kong Macao) Hotel General Managers Society since 2019.

With over 20 years of experience in the hospitality and tourism industry, Ms. Rebecca Kwan has held executive roles as well as various positions in Sales & Marketing in both international deluxe hotel chain and boutique hotels, including The Ritz-Carlton, Hong Kong and Kempinski Hotel Group.

PANELIST



Dr. James Mabey

Chief International Business Officer,
Head of Asia and Middle East,
Standard International

Dr. James Mabey is Chief International Business Officer- Head of Asia and Middle East, Standard International and is responsible for Standard's business in the Asia and the Middle East.

Dr. Mabey holds degrees from the United States, Thailand, Dubai, and China including an MBA, Law Degree, and a Doctorate Degree in Hospitality and Tourism Management from Hong Kong Polytechnic University. Dr. Mabey has lived in Asia since 1999, and has over a decade of business consulting and real-estate development experience in the region. He speaks Mandarin, Thai, Laotian, and Spanish. Prior to joining Standard International, Dr. Mabey previously held key positions as, Chief Operating Officer Antaeus Group (Hospitality and Real Estate), Interim Chief Development Officer and Senior Vice President of Development – Asia Pacific, for Jumeirah Group, Senior Director of Development for Marco Polo Hotels, and Director of Development for Jumeirah Private Island, Phuket, as well as China Operations and Development Manager for the International Resort Development Group. He also served as Economic and Tourism Development Advisor to the Thailand Ministry of the Interior, and Phuket Governor's Office from 2005 to 2011.

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PANELIST

Mr. Peter Russell

Operations Director,
Russell Partnership Technology

Peter Russell manages global operations and leads the training team for Russell Partnership Technology (RPT). RPT works in synergy with global hotel schools by delivering simulation programs that optimise how students learn about the hospitality industry – this prepares them for entering the industry on graduation. RPT also deliver a wide variety of technology supporting hospitality operations.

Peter speaks at hospitality conferences worldwide on the utilisation of technology for learning & development and has also completed the Cornell Certificate in Hotel Revenue Management.

Peter develops ways to utilise Business Intelligence for collecting and presenting operational performance data for hospitality delivery at major events. Further to this, he also creates bespoke simulations and business models to test scenarios and deliver feasibility projects.

PLENARY SESSION 3

Day 3, 24 May 2019, 09:30 - 10:30, Silverbox Ballroom

Theme: Service Design

SESSION CHAIR



Professor Kun Pyo Lee

Dean of School of Design,
Swire Chair Professor of Design,
Alex Wong Siu Wah Gigi Wong Fook Chi
Professor in Product Design Engineering,
The Hong Kong Polytechnic University

Kun-Pyo Lee is the Dean of School of Design at The Hong Kong Polytechnic University. He is founding member and president emeritus of IASDR (International Association of Design Research Societies), the largest international design research society. During his more than 30 years of experience he also worked as the head of the Corporate Design Center and executive vice president at LG Electronics.

He studied at Chung Ang University. (BFA), at the Institute of Design, IIT Institute of Technology (MS. Design), and at the University of Tsukuba (Ph.D. Design). His main research interests include design methodology, design planning, user-centered design, interaction design, and user-experience design. Recently he has been working on envisioning future design education, research and methods.

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PANELIST

Dr. Jung-Joo Lee

Assistant Professor,
Deputy Head of Research,
Division of Industrial Design,
School of Design and Environment,
National University of Singapore

Dr. Jung-Joo Lee is an Assistant Professor in the Division of Industrial Design, National University of Singapore, where she leads service design research and education. Her expertise lies in service design, co-design and human-centered design. Since 2014, she heads Service Design Lab Singapore and has collaborated with various government agencies, including Ministry of Manpower, Ministry of Education and GovTech, and companies from hospitality, finance, healthcare, IT and marine businesses for their service innovation and design capability development. She earned PhD from Aalto University, Finland, and M.Sc. and B.Sc. from KAIST, South Korea.



PANELIST

Professor Birgit Mager

President of Global Service Design Network,
Service Design Professor at KISD

Birgit Mager is Co-Founder and President of the International Service Design Network, editor in chief of Touchpoint, the international Journal of Service Design and founder and manager of sedes|research, the Center for Service Design Research at the University of Applied Sciences Cologne.

Since 1995 Birgit Mager holds the first European professorship on "Service Design" at the University of Applied Sciences Cologne, Germany and since then has developed the field of Service Design constantly in theory, methodology and in practice. Her numerous lectures, her publications and her projects have strongly supported the implementation of a new understanding of the economical, ecological and social function of design in the domain of services.

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PLENARY SESSION 4

Day 3, 24 May 2019, 16:00 - 17:30, Silverbox Ballroom

Theme: Hospitality and Tourism Education: Embracing Innovations



SESSION CHAIR

Professor Cathy Hsu

Chair Professor,
School of Hotel and Tourism Management,
The Hong Kong Polytechnic University

Professor Hsu has 30 years of experience in higher education. Her most recent co-authored book, *Tourism: The Business of Hospitality and Travel* (6th ed.), was published by Prentice Hall in 2017. Her research foci have been tourist behaviors, resident sentiment, and hospitality marketing and branding. She has obtained numerous extramural and intramural grants and has over 300 refereed publications. She has also provided training to various hotel and tourism organizations over the years on service quality, branding, and marketing. Professor Hsu serves on 15 journal editorial boards. She received the John Wiley & Sons Lifetime Research Achievement Award in 2009 and International Society of Travel and Tourism Educator's Martin Oppermann Memorial Award for Lifetime Contribution to Tourism Education in 2011.



PANELIST

Dr. Inès Blal

Executive Dean,
Ecole hôtelière de Lausanne (EHL)

The first woman and youngest person to hold the position since the creation of the school in 1893, Dr. Inès Blal assumed the deanship in August 2017. Ines designed and taught undergraduate, graduate, and executive courses and managed multiple applied research and consulting projects for the hotel industry. During her eleven years of experience in research and teaching, Ines gained expertise in curriculum development, implementation of innovative teaching practices, academic governance, and program accreditation in Europe, North Africa, and the United States. Ines holds a PhD in Strategic Management in Hospitality and Tourism from Virginia Polytechnic Institute and State University, an MBA in Hospitality Administration from EHL, and a bachelor's degree in International Business from INSEEC.

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PANELIST

Mr. Anders Justenlund

Lecturer/Business Developer,
Int. Hospitality Management at University College, Northern Denmark

Anders Justenlund is a tenured associate professor at University College Northern Denmark (UCN) and based in Aalborg. He does research and teaches within the areas of business development, innovation, creative newthinking, business strategy and market understanding, with a focus on the international hotel and restaurant industry. Furthermore, Anders Justenlund is an affiliated senior lecturer at the Luxury Hotel School in Paris, France and works as an affiliated trainer for Russell Partnership Technology. Anders Justenlund is the current Immediate Past President of EuroCHRIE and is the current ICHRIE Director of Marketing. He has been a part of the CHRIE-family since 2012.

Anders Justenlund works within the area of the hospitality industry and academia and values applied research that impact the international hospitality industry positively. His latest major industry knowledge contributions was created in collaboration with skift.com, which includes the SkiftX report; European Hospitality's Creative Renaissance (Nov, 2018) in collaboration with ACCOR Hotels and the Skift article How a French Gourmet Food Brand Plans to Succeed in Hotels (March, 2019) together with Fauchon and Fauchon L'hôtel Paris. Both contributions focused on modern understandings of luxury and business innovation.



PANELIST

Professor Pearl Yueh-Hsiu Lin

President,
National Kaohsiung University of Hospitality and Tourism (NKUHT)

Professor Pearl Lin earned her MS from University of Oregon, USA, 1984, and Ph.D. from Oxford Brookes University, UK, 1997. She is currently the President of NKUHT in Taiwan and also serves as Chairpersons for CHEA, Chinese Tourism Management Association, and Vice-President for APac-CHRIE board. She has been a LM of WLO since 1990. She was appointed as Board Director for Promised Land Resort & Lagoon – ranked as top 100 resorts in the world, and Yamay International Development Co., representing a total of US\$44 million of Government investment. She has published a number of leading journal papers and Chinese textbooks in both Hospitality and Tourism fields. Her ambition is to commence social enterprise after retirement for welfare of single parents.

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PANELIST

Dr. Nicholas J. Thomas

Associate Professor & Director,
School of Hospitality Leadership,
DePaul University

Nicholas Thomas is an Associate Professor and Director of the School of Hospitality Leadership in the Driehaus College of Business at DePaul University. He teaches courses related to customer service and technology in the hospitality industry. Additionally, he actively conducts research in the areas of human resources and hospitality education. Dr. Thomas has been published in the field's top journals, co-authored a textbook on the topic of hospitality leadership, and frequently presents internationally in both academic and industry settings. Prior to academia, Dr. Thomas occupied leadership positions in luxury hotel and casino organizations, with the majority of his career focused on hotel operations and human resources.

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WORKSHOP PANELISTS

Day 1 - 22 May 2019

Certification in Hotel Industry Analytics (CHIA)

08:30 - 17:00, SHTM 302



FACILITATOR

Mr. Duane Vinson
Assistant Director,
STR SHARE Center

Certification in Advanced Hotel and Tourism Analytics (CAHTA)

08:30 - 17:00, SHTM 303



FACILITATOR

Mr. Steve Hood
Senior Vice President,
Research & Founding
Director,
STR SHARE Center

Hotel Industry Insights and Revenue Management Outlook: *An Interactive Simulation Workshop*

09:00 - 10:30, SHTM 304



FACILITATOR

Mr. Peter Russell
Operations Director,
Russell Partnership
Technology



FACILITATOR

Ms. Heidi Anaya
Head of Education,
Russell Partnership
Technology

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WORKSHOP PANELISTS

Day 1 - 22 May 2019

Design Thinking

09:00 - 11:30, SHTM 307



FACILITATOR

Dr. Geoff Maree

Senior Lecturer,
Breda University of
Applied Sciences

What's Next in Tourism and Hospitality

09:00 - 10:30, SHTM Function Rooms 1 & 2



MODERATOR

Ms. Lyndsey Dixon

Regional Editorial Journal Director,
Asia Pacific, Tylor & Francis Group



PANELIST

Professor Rob Law

Managing Editor,
Asia Pacific Journal of
Tourism Research and
Professor,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Dr. Jinsoo Lee

Managing Editor,
Journal of Travel and
Tourism Marketing and
Associate Professor,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University

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WORKSHOP PANELISTS

Day 1 - 22 May 2019

Early-Career Academics: Issues and Strategies

11:00 - 12:30, SHTM Function Rooms 5 & 6



MODERATOR

Professor Vikneswaran Nair
Dean of Graduate Studies
and Research,
University of The Bahamas



PANELIST

Dr. Yong Chen
Assistant Professor,
École hôtelière de Lausanne



PANELIST

Professor Agnes DeFranco
·Conrad N. Hilton
Distinguished Chair,
Conrad N. Hilton College of
Hotel and Restaurant
Management,
University of Houston



PANELIST

**Professor SooCheong
(Shawn) Jang**
School of Hotel and
Tourism Management,
Purdue University



PANELIST

Dr. Ksenia Krilova
Assistant Professor,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Dr. Laurie Wu
Assistant Professor,
Temple University

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WORKSHOP PANELISTS

Day 1 - 22 May 2019

Mid-Career Academics: Issues and Strategies

11:00 - 12:30, SHTM Function Rooms 1 & 2



MODERATOR

Dr. Basak Denizci

Associate Professor,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Professor Ki-Joon Back

Associate Dean for
Research and Graduate
Studies,
Conrad N. Hilton College
of Hotel and Restaurant
Management,
University of Houston



PANELIST

Professor Billy Bai

Associate Dean of
Research and Graduate
Programs,
William F. Harrah College
of Hospitality,
University of Nevada,
Las Vegas



PANELIST

Professor Brian King

Associate Dean,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Professor Anna Mattila

Marriott Professor of
Lodging Management,
The Pennsylvania State
University

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WORKSHOP PANELISTS

Day 1 - 22 May 2019

Research and Publication: Insights from Journal Editors

14:00 - 15:30, SHTM Function Rooms 5 & 6



MODERATOR

Professor Bob McKercher

School of Hotel and Tourism Management,
The Hong Kong Polytechnic University



PANELIST

Professor Perry Hobson

Pro-Vice Chancellor
Global Engagement,
Sunway University



PANELIST

Professor Rob Law

Professor of
Technology Management,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Dr. Jinsoo Lee

Associate Professor,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Professor Haiyan Song

School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Dr. Wantaness Suntiku

Assistant Professor,
School of Hotel and
Tourism Management,
The Hong Kong
Polytechnic University



PANELIST

Professor Jinlin Zhao

Professor of Hospitality
and Tourism Management
and Director of Graduate
Programs, Florida
International University

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

14:00 - 15:30 CONCURRENT SESSION 1

1-1 Hotel Operations

Venue: SHTM Function Room 1

Moderator: Joseph Lema (Stockton University)

Authors	Title
Philip Sloan, Willy Legrand and Helena Sophie Lehleiter (IUBH International University)	Accessible tourism for all: An investigation into wheelchair accessibility and mobility in German hotels
Steve Pan (Singapore Institute of Technology) and Naipeng Bu (Business School Shandong University)	Visualizing hotel operating metrics – an application of ggplot2 and R
Michael J. Tews (The Pennsylvania State University)	Tattoos and employee personality: Is the devil in the details?
Xingyu Wang, Priyanko Guchait (University of Houston) and Aysin Paşamehmetoğlu (Özyegin University)	Can “Bad” things turn into good? Effects of error tolerance on hotel employees’ psychological wellbeing
Chien-Wen Zoe Tsai and Fang-Yu Chang (Chinese Culture University)	The relationship of employee perceived leadership style and job satisfaction in the international tourist hotels- organizational justice as a moderator

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

14:00 - 15:30 CONCURRENT SESSION 1

1-2 Tourism and Culture

Venue: SHTM Function Room 3

Moderator: Dan Wang (The Hong Kong Polytechnic University)

Authors	Title
Wanamina Waehama, Chanakarn Seangdang, Kanyarat Phadung-At, Siriprapa Phetsoot, Apisara Kongkaew and Karntida Rueangmanatsutthi (Prince of Songkla University)	Prospects of halal hotel industry: The case study of southern Thailand island
Poramet Boonnumsirikij (Ramkhamhaeng University)	The development of small halal restaurant tourism standard in Thailand
Annie Ko (The Hong Kong Polytechnic University)	Ethical concern or religious reason? A study of factors influencing vegetarian food consumption in Hong Kong.
Preeda Chaiya (Mahasarakham University)	Factor grouping and clustering Thai customers based on their dining expectations in Japanese restaurants in Bangkok
Bona Kim (Singapore Institute of Technology) and Yong Chen (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)	Effects of religious celebrities on destination experience: A case of Solmoe Shrine
Gunjan Bhojwani and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Managing cultural tourism sites: Extended abstract

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

14:00 - 15:30 CONCURRENT SESSION 1

1-3 Customer Emotions and Consumer Behaviour

Venue: SHTM Function Room 4

Moderator: Sangwon Park (The Hong Kong Polytechnic University)

Authors	Title
Anqi Luo and Anna S. Mattila (The Pennsylvania State University)	Emotional responses and channel choice of complaint: The joint effect of service failure type and culture
Seonghee Cho and Yeon Sook (Angie) Im (University of Missouri)	Identifying customer delights by hotel employees: From guests online reviews
Xinhai Mou, Lisa Gao (The Hong Kong Polytechnic University) and Wan Yang (Cal Poly Pomona)	The impact of mental imagery on luxury hotel consumption: A study of different status-seeking consumers in China
Laurie L. Wu (Temple University), Lisa Y. Gao (The Hong Kong Polytechnic University) and Anna S. Mattila (The Pennsylvania State University)	The role of power distance belief in service complaint
Xunyue Xue and Anna S. Mattila (The Pennsylvania State University)	Enlight, entertain, engage and entitle: The effects of proactive waiting strategies and consumer emotions on waiting evaluations

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

14:00 - 15:30 CONCURRENT SESSION 1

1-4 Sharing Economy and Airbnb I

Venue: SHTM Function Room 7

Moderator: David M. Pearlman (University of New Orleans)

Authors	Title
Karen Xie (University of Denver), Linchi Kwok (California State Polytechnic University) and Cindy Yoonjoung Heo (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland).	Love your neighbours? Externalities of agglomeration in the home- sharing markets
Zhaohan Kerry Wang and Kong Simon Lei (Institute for Tourism Studies)	Feasibility study of Airbnb business in Macao from local experts' perspectives
Wen Jiang, Cass Shum and Billy Bai (University of Nevada, Las Vegas)	Relationship between motivators to use Airbnb and customers' repurchase intention: Moderating effect of consideration set
Kayhan Tajeddini (Sheffield Hallam University) and Thorsten Merkle (HTW Chur University of Applied Sciences)	Utilizing grounded theory to model Airbnb experiences at practice
Jeroen Oskam (Hotelschool The Hague)	Distance decay in Airbnb

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

14:00 - 15:30 CONCURRENT SESSION 1

1-5 Employee Emotional Labour

Venue: SHTM 304

Moderator: Deanne Williams Bryant (Bethune Cookman University)

Authors	Title
Woody Kim and Haldorai Kavitha (Florida State University)	Spirituality centered workplace – a myth or reality in Indian hospitality industry
Chung-Jen Wang and Kuan-Ju Tseng (National Pingtung University of Science and Technology)	An examination of hospitality emotional labor with JD-R model and COR theory
Chung-Jen Wang and Kuan-Ju Tseng (National Pingtung University of Science and Technology)	Impact of hospitality frontline employee's emotional labor, perceived organizational support, and self-efficacy on service quality: The mediating role of work engagement
Ning Sun, Haiyan Song, (The Hong Kong Polytechnic University) and Haiyan Kong (Shandong University)	An exploratory study of hotel knowledge workers' perceptions on idiosyncratic deals
Julie Nyanjom (Edith Cowan University)	Integrating and developing emotional labour in hospitality and tourism education: The perception of educators

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

14:00 - 15:30 CONCURRENT SESSION 1

1-6 Organizational Behaviour and HR Management

Venue: SHTM 821

Moderator: Eojina Kim (Virginia Polytechnic Institute and State University)

Authors	Title
Sung-Cheng Lu, You-De Dai, Ching-Hua Wang (National Chi Nan University) and Janet Chang (National Kaohsiung University of Hospitality and Tourism)	A study of the relationship among psychological ownership, work engagement and job burnout: Moderating effect of regulatory focus
Juan M. Madera, D. Christopher Taylor (University of Houston) and Nelson Barber (University of New Hampshire)	Customer service discrimination of employees with disabilities
You-De Dai (National Chi Nan University), Wen-Long Zhuang (Hungkuang University), Kuan-Tai Chen and Ying-Zhu Luo (National Chi Nan University)	The effects of regulatory foci on work engagement and job burnout: Moderating roles of supervisors' organizational embodiment and psychological ownership
Wen Chin Hsieh (National Kaohsiung University of Hospitality and Tourism), Yuan-Yu Ting and Ming Lung Wu (National Kaohsiung Normal University)	The study of the relationships among job stress, coping strategies and burnout experienced by the interns in the hospitality industry
Perunjodi Naidoo, Prabha Ramseook-Munhurrin and Pallavi Deegumbur (University of Technology Mauritius)	Employees' perceptions of quality of life in Mauritius: An examination of the millennial workforce
Haiyan Kong, Naipeng Bu and Yue Yuan (Shandong University (Weihai))	The influence of Chinese culture value on employees' Big-Five personality and competencies

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

14:00 - 15:30 CONCURRENT SESSION 1

1-7 Women and Gender Issue

Venue: SHTM 307

Moderator: Carola Raab (University of Nevada, Las Vegas)

Authors	Title
Evangelia Marinakou (Bournemouth University)	Occupational segregations by gender in the hospitality industry: The case of a luxury hotel
Chen-Feng Kuo, Ali Bavik (Institute for Tourism Studies) and Li-Kung Chang (DaYeh University)	Linking empowering leadership to retention intentions of employees: Testing the mediating role of supervisor-subordinate Guanxi and the moderating effect of gender
Ali Abdallah and Gulbahar Abdallah (Stenden University of Applied Sciences Qatar)	Migration, gender, and the hospitality industry: Exploring the use of female emotional labour within the hospitality industry
Carol X. Zhang (University of Portsmouth), Albert Kimbu (University of Surrey), Pearl M. Lin (The Hong Kong Polytechnic University) and Michael Ngoasong (The Open University Business School)	Women intrapreneurship in Chinese-based H&T firms: A focus on Guanxi influences
Xiaonan Zhang and Fang Meng (University of South Carolina)	Factors influencing impulsive tourist shopping behavior: A gender difference perspective

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

16:00 - 17:30 CONCURRENT SESSION 2

2-1 Big Data and Online Review

Venue: SHTM Function Room 1 Moderator: Yong Chen (Ecole hôtelière de Lausanne, HES – SO/
University of Applied Sciences and Arts Western Switzerland)

Authors	Title
Cindy Lee (Torrens University Australia), Scott Richardson (The Emirates Academy of Hospitality Management), Edmund Goh (Edith Cowan University) and Rajka Presbury (Torrens University Australia).	Digital lenses and mobile devices: Redefining the tourist experience
Sangwon Park, Yang Xu, Liu Jiang and Zhelin Chen (The Hong Kong Polytechnic University)	Assessing travel movement patterns: Spatial Big Data Analytics
Gurpreet Kour (Narsee Monjee Institute of Management Studies) and Parikshat Manhas (University of Jammu)	Repositioning destination for tourism development: A case study of Rajasthan in India
Maria Criselda G. Badilla (University of the Philippines)	"ASEAN, Feel the Warmth": The challenges of regional branding of Southeast Asia
Rob Law, Jing Ma, Irene Cheng Chu Chan and Richard Hatter (The Hong Kong Polytechnic University), Dimitrios Buhalis (Bournemouth University)	Temporal dynamics of hotel website browsing activity

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

16:00 - 17:30 CONCURRENT SESSION 2

2-2 Website and Online Marketing

Venue: SHTM Function Room 3

Moderator: Seonghee Cho (University of Missouri)

Authors	Title
Raksmey Sann and Pei Chun Lai (National Pingtung University of Science and Technology)	Cross-cultural posting online review behavior: Service attributes for hotels in Cambodia
Michael A. Kruesi (National Kaohsiung University of Hospitality and Tourism), Nigel Hemmington and Peter Kim (Auckland University of Technology)	Is the enemy of my enemy my friend? a comparative analysis of how hoteliers and online travel agency executives view the rise of the sharing economy
Rosemarie Krebs (IUBH Campus Studies)	Ease of use of German independent hotels' websites
Xi Yu Leung (University of North Texas) and Yang Yang (Temple University)	Are all five stars equal: Anchoring vignettes in hotel online ratings
Hengyun Li (The Hong Kong Polytechnic University) and Fang Meng (University of South Carolina)	When your experience deviates from others': Exploring the impact of disconfirmation on consumers' online review behaviour
Feier Faye Chen (The Pennsylvania State University), Stephanie Q. Liu (The Ohio State University) and Anna S. Mattila (The Pennsylvania State University)	The effect of humblebragging on review liking: The moderating role of reviewer expertise

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

16:00 - 17:30 CONCURRENT SESSION 2

2-3 Restaurant and Eco-friendly Environment

Venue: SHTM Function Room 4

Moderator: Shirley Guevarra (University of the Philippines)

Authors	Title
Yinghua Huang, Tsu-Hong Yen (San Jose State University) and Zhenxing Mao (California State Polytechnic University)	Perspectives of restaurant food waste: A comparative study of Generation Z diners and restaurant employees
Kuan-Huei Lee (Singapore Institute of Technology) and Yu Jian Kieman Tan (Singapore Institute of Technology)	Are imitated F&B products successful in a restaurant environment in Singapore?
Yevvon Yi-Chi Chang, Ching-Kai Chao, Hsi-Ping Chen, Deng-Tien Lin and Gang-Fu Zhong (Tunghai University)	Social denial or self expression: Effects of social identity, social impression, and restaurant environment on solitary dining intention
Anna De Visser-Amundson (Hotelschool The Hague)	The effect of construal level and benefit appeals on consumer evaluations of surplus meals promoted on mobile applications
Ching Yen Ho, Janet Chang, Ming-Kuei Shih and Yu-Yang Cheng (National Kaohsiung University of Hospitality and Tourism)	A study of food lovers' consumption behaviours
Kiwon Lee (Kent State University)	Consumer skepticism about fast food restaurants' CSR activities

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

16:00 - 17:30 CONCURRENT SESSION 2

2-4 Tourist Behaviour

Venue: SHTM Function Room 7

Moderator: Annmarie Nicely (Purdue University)

Authors	Title
Fang Shu and Jinlin Zhao (Florida International University), Eric D. Olson (Iowa State University)	Chinese pet owners' intention to travel with pets using the model of goal-directed behavior
Dan Lai, Yanqin Wang, Yue Zhang and Zhiyong Li (Sichuan University)	Why Chinese parents travel with children by RV Overseas: Views from participants
Andrew Moreo, Lisa Cain (Florida International University) and Wen Chang (Dongbei University of Finance and Economics)	Antecedents and consequences of anger in the hospitality industry
Wen-Tung Wu (Meiho University) and Pei-Chuan Mao (Southern Taiwan University of Science and Technology)	Effects of price promotion, package design and brand awareness on tourists' souvenir purchase intention and purchase behavior
Danqing Liu (Tianjin University of Commerce) and Jinlin Zhao (Florida International University)	Wind farms' attractiveness and visit intention: The case of Ningbo wind farm
Henri Kuokkanen and Frederic Bouchon (Institut Paul Bocuse)	Facilitating destination stakeholder collaboration in revenue management: A behavioral game theory approach

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

16:00 - 17:30 CONCURRENT SESSION 2

2-5 Food Safety and Hygiene Issue

Venue: SHTM 304

Moderator: Juan Madera (University of Houston)

Authors	Title
Wen-Hwa Ko and Long-Huen Chu (Fu-Jen University)	Influence of food safety and hygiene involvement in the important factors of external food selection and purchase intention
Han Wen (University of North Texas), Eunhye Park, (Kansas State University), Chen-Wei Willie Tao (Oklahoma State University), Bongsug Chae (Kansas State University), Xiaoye Li (Fairleigh Dickinson University) and Junehee Kwon (Kansas State University)	Exploring user-generated content related to dining experiences of consumers with food allergies
Wen-Hwa Ko and Han-Yu Li (Fu-Jen University)	Construction of food safety and hygiene indicators for surplus foods
Bendegul Okumus (University of Central Florida), Jeanette Garcia, Kevin Murphy and Sevil Sonmez (University of Central Florida)	Non-commercial food service operations for k-5 elementary school age children in the United States
Han Wen (University of North Texas) and Yee Ming Lee (Auburn University)	Food allergy communication in restaurants: An application of the message framing and prospect theory
I Gusti Ayu Dewi Hendriyani (SekolahTinggiPariwisata Nusa Dua Bali)	Foreign tourists perception on local culinary in the city of Denpasar – Bali

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

16:00 - 17:30 CONCURRENT SESSION 2

2-6 Leadership Studies

Venue: SHTM 821

Moderator: You-De Dai (National Chi Nan University)

Authors	Title
Wei-Jue Huang, Brian King and Rob Law (The Hong Kong Polytechnic University)	Perceptions of international professional associations amongst leading hospitality and tourism scholars
Lina Xiong (Colorado State University)	How does transformational leadership promote employees' follower behaviors in internal brand management? "It takes a village"
Nadine Seebacher and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Cultural perceptions of effective leadership: Extended abstract
Pei-Chuan Mao (Southern Taiwan University of Science and Technology), Lin Lin (I-Shou University) and Wen-Tung Wu (Meiho University)	Examining the relationship between perceived ethical leadership and organizational commitment: Employee ethical awareness as the moderator
Chih-Hsing Liu, Jeou-Shyan Horng (National Kaohsiung University of Science and Technology), Sheng-Fang Chou, Yung-Chuan Huang (Ming Chuan University) and Shu-Ning Zhang (Huaqiao University)	The leadership and social capital effects in organization creative behaviour

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STAND-UP PRESENTATION SCHEDULE

Day 1 - 22 May 2019

16:00 - 17:30 CONCURRENT SESSION 2

2-7 Event, Festival and Convention

Venue: SHTM 307

Moderator: Robert Liwei Hsu (National Kaohsiung University of Hospitality & Tourism)

Authors	Title
Laura Schmidt (University of Applied Sciences Munich), Robert Harrington (Washington State University), Michael Ottenbacher (Kansas State University) and Burkhard von Freyberg (University of Applied Sciences Munich)	Oktoberfest beer tent attributes associated with perceived Value, overall satisfaction and loyalty behaviors
Nafiseh Rezaei (The Hong Kong Polytechnic University) and Reza Abbasi (University of Tehran)	Examining the relationship between motivation and loyalty of attendees in Gol-Ghaltan Festival, Iran
Yvette Green, Han Chen (University of New Orleans) and Kim Williams (University of North Texas)	Festival admission and visitors' behavioral intentions: Do previous visit and age matter?
Wanamina Waehama, Thitiporn Pitipoompong, Patompop On-oun, Rujiranet Jongjit and Itthichai Petchjumnian (Prince of Songkla University)	The future meetings: A case study of five selected Thailand's world class venues
Yueying Hazel Xu, Yen Nee Christy Ng, Xiuchang Sherry Tan and Chi Wai Don Wu (Institute for Tourism Studies)	Authenticity, likability, and event satisfaction in a food festival: The perspectives of locals and tourists
Chi Wai Don Wu, Kit Sam Kitty Fong and Xiuchang Sherry Tan (Institute for Tourism Studies) and Yan Pui Crystal Lee (The Hong Kong Polytechnic University)	Support of young residents on holding serial mega events, the role of trust, awareness and perceived government corruption – a case study in Macao

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-1 Hospitality Marketing

Venue: SHTM Function Room 1

Moderator: Norman Au (The Hong Kong Polytechnic University)

Authors	Title
Michael Paul Newnham (The Emirates Academy of Hospitality Management)	Lost lode? Knowledge sharing practices in Dubai hotels
Oriol Anguera-Torrell and Claudia Langer (University of Barcelona)	Hotel positioning on meta search
Wanamina Waehama, Pudcharaporn Sonarod, Kanjana Saranoppakun and Adisit Binlaeman (Prince of Songkla University)	Understanding the needs of the business travellers: A case study in hotels southern Thailand
Marco Gardini (Kempton University)	Branding and brand co-creation in the hospitality industry: A stakeholder analysis
JaeMin Cha, SeungHyun "James" Kim, A.J. Singh, Bonnie Knutson (Michigan State University) and Forrest Morgeson (American Customer Satisfaction Index)	Testing the validity of the American customer satisfaction model in the U.S. quick-service restaurant industry
Mohammad Shahidul Islam and Ksenia Kirillova (The Hong Kong Polytechnic University)	Nonverbal behaviour as driver of reciprocity in a hospitality encounter: A video elicitation study

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-2 Destination Image and Development

Venue: SHTM Function Room 2

Moderator: Kuan-Huei Lee (Singapore Institute of Technology)

Authors	Title
I Wayan Pantiyasa and Ni Made Ayu Sulasmini (Sekolah Tinggi Pariwisata Bali Internasional)	Construction model of tourist village development towards smart eco-tourism village destination in Pakseballi to become tourism icon in Klungkung Regency, Bali
Chai Wen Teoh and Sanjaya Singh Gaur (Sunway University Business School)	Effects of destination image on tourist's decision: A study on destination branding
Tsz Hei Kong and Hayato Nagai (Wakayama University)	Projected destination image of an inter-prefectural destination in Japan: A quantitative content analysis approach
Kyle Bai, Siyun Sun, Yuhan Ying, Weizi Zhang, Wenxian Zhong and Zhen Lu (Ryerson University)	How Canadian Millennials perceive China as a tourist destination?
Jingjing Guan, Jiaping Bi and Xuewang Dong (Zhejiang Gongshang University)	The antecedents and consequences of destination familiarity: A perspective from the theory of unusual environment
Linlin Xue (National Kaohsiung Hospitality University of Hospitality and Tourism; College of Science & Technology Ningbo University), Ching Cheng Shen and Ching Hua Ho (National Kaohsiung Hospitality University of Hospitality and Tourism)	Research on factors influencing the business model innovation of small and micro travel agencies in the context of "Internet +"

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-3 Culinary Arts and Restaurant Management

Venue: SHTM Function Room 3

Moderator: Arend Hardorff (Hotelschool The Hague)

Authors	Title
Yi Zhang, Kyong Sung and Willie Tao (Oklahoma State University)	Exploring gender impact on career identity formation of female chefs
Lilly Jan (Iowa State University)	Exploring chef perspectives on culinary education: A phenomenological study
Cindy Yoonjoung Heo (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland), Cecilia Amalia Fravi (Solar Impulse Foundation) and Bona Kim (Singapore Institute of Technology)	Uberization of home cooking: Understanding participants' motivation of meal sharing
Mats Carlbäck and Tobias Nygren (Örebro University)	The quickest feet, sharpest knives, best brains and the biggest hearts – a practical approach to a new balanced curriculum for higher hospitality education with focus on the dynamics of bildung
Charalampos Giousmpasoglou (Bournemouth University)	Future skills for chefs: The stakeholders' perspectives
Guy Llewellyn (The Hong Kong Polytechnic University)	Global perception of Hong Kong restaurants

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-4 Customers' Perceptions in Restaurant

Venue: SHTM Function Room 4

Moderator: Ching-Hsu Huang (National Pingtung University of
Science and Technology)

Authors	Title
Kuo-Ling Liu (Southern Taiwan University of Science and Technology)	The study on the relationship between store back ground music, customer affect and customer satisfaction-case study in coffee shop
Songphon Uthaisar, Anita Eves and Xuan Lorna Wang (University of Surrey)	Examination of online information attributes influencing restaurant selection
Hayeon (Hailey) Choi, Hyun-Woo Joung, Eun-Kyong (Cindy) Choi (The University of Mississippi) and Hak-Seon Kim (Kyungsung University)	The effects of restaurant attributes on customer satisfaction and behavioral intentions among vegetarian customers
JiHee Han, YoonHa Oh, HyeYoung Moon and Sunny Ham (Yonsei University)	The effects of ordering kiosk information quality on customer behaviours in fast food restaurants
Derong Lin, Ling Ding, Xiaoyi Wu (Xiamen University) and Hailin Qu (Oklahoma State University)	The effects of romantic interaction, perceived quality and restaurant dining atmospherics on couples' relations, satisfaction and behaviors
Eric D. Olson (Iowa State University) and Heejung (Cheyenne) Ro (University of Central Florida)	Identity management strategies of gay and lesbian customers

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-5 Online Technology Practice

Venue: SHTM 302 Moderator: Jihee Kim (North Carolina Central University)

Authors	Title
Yueh-Chun Shih, Pin-Yu Huang and Ching-Hsueh Yen (National Kaohsiung University of Hospitality and Tourism)	Tourists' purchase intention to real-person travel concierge and interpretation service: A case study on TourTalk app
Young-Joo Ahn, Usha Poudel and Pawan Poudel (Sejong University)	An online travel community for adventure travel in Nepal
Jingqi Niu (Sun Yat-Sen Business School)	Travel with "Douyin": Research on the impact of short-video UGC on tourist destination image and travel intention
Cole Shu (Indiana University Bloomington), Chenggang Hua and Changhong Bai (Nankai University)	Usage experience of tourism apps: A comparative study of the elderly and young adults
Chia-Shiang Hsu (National Kaohsiung University of Hospitality and Tourism)	Understanding knowledge adoption in hospitality virtual community –an innovation technological framework
Yi Zhang and Li Miao (Oklahoma State University)	Exploring uses and gratifications in Yelp.com, in the case of dining out with families

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-6 Tourism Impacts

Venue: SHTM 303

Moderator: Sung Gyun Mun (The Hong Kong Polytechnic University)

Authors	Title
Chris Ryan (University of Waikato Management School) and Linglong Ma (University of Waikato Management School)	Peer-to-peer apps and the impact of tourism seasonality on the housing rental market – a case study of Raglan, New Zealand
Gauhar Uatay and Hae Young Lee (Kyung Sung University)	The impact of female travellers' travel constraints on attitude toward solo travel and travel intention
Le Vu Minh and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Impacts of tourism on the cultural heritage of destinations: Extended abstract
Junn B. Poloyapoy, Cecilia C. Uncad and Richell I. Patricia Richelle Sablan (Centro Escolar University)	Community-based tourism potentials of STA. Juliana, Capas, Tarlac: Perspectives of development from a former disaster stricken area
Daisy Fan (Bournemouth University), Anyu Liu (University of Surrey), Doris Wu (Sun Yat-Sen University) and Gang Li (University of Surrey)	The impact of social contact on diaspora tourism – a mediating role of social identities
Jieyu (Jade) Shi (Purdue University), Chunyan Liu (China University of Geosciences), Liping A. Cai (Purdue University) and Jiangfeng Li (China University of Geosciences)	Alleviating poverty through rural tourism: A case study of Yanwoyuan village in China

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-7 Revenue Management

Venue: SHTM 304

Moderator: Ceridwyn King (Temple University)

Authors	Title
Zvi Schwartz (University of Delaware)	Vastly popular, intuitive, and wrong: The computerized BAR Based Room Rate fencing
Jason Tang and Carola Raab (University of Nevada, Las Vegas)	The effect of price fairness of revenue management on hotel repurchase intention
Larissa Koupriouchina (Hotelschool The Hague), Jean-Pierre Van der Rest (Leiden University) and Zvi Schwartz (University of Delaware)	Judgmental adjustments in hotel revenue management: Exploring the impact of user override characteristics on the accuracy of system-generated occupancy forecasts at multiple forecasting horizons
Yoo Ri Kim, Allan M. Williams and Jason Li Chen (University of Surrey), Sangwon Park (The Hong Kong Polytechnic University)	Spillover effects of agglomeration economies and productivity in the UK tourism and hospitality industry
Albert Barreda (Missouri State University), Seung Hyun Lee (East Carolina University) and Yoshimasa Kageyama (Missouri State University)	Pricing strategies in Taiwan: A case
Kwangmin Park (Sejong University) and Soochong Shawn Jang (Purdue University)	A three-dimensional approach to strategic emotional labor: Revisiting surface acting and deep acting

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3

3-8 Destination Branding and Tourism Entrepreneurship

Venue: SHTM 821

Moderator: Mimi Li (The Hong Kong Polytechnic University)

Authors	Title
Kris Sincharoenkul (Prince of Songkla University)	A likelihood of information channels used in travel planning for first-time and repeated trip: A study of Phuket
Lena Jingen Liang, Ye Shen (University of Guelph), Shuyue Huang (Universidade Europeia) and Hwansuk Chris Choi (University of Guelph)	Mapping brand perception towards Canada: Difference among four countries
Lingxu Zhou, Aimin Deng and Xiaoyun Cheng (Zhongnan University of Economics and Law)	Rurality, social capital and collaborative place-making in tourism: The cases of two Chinese villages
Yang Liao, Wenya Wang, Qi Luo, Zhihan Zeng and Haiyu Huang (Xiamen University)	The relationship between intellectual capital and core competence of tourism enterprises
Fangming Qin and Jingyan Liu (Sun Yat-Sen University)	Does "holistic tourism" policy promotes regional tourism development in China? A difference-in-differences analysis
Tian Ye and Anna S. Mattila (The Pennsylvania State University)	Incorporating wellness into hotel brands: The role of value perceptions on customer attitudes mediated by healthy lifestyle congruency

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

11:00 - 12:30 CONCURRENT SESSION 3 3-9 AI and VR

Venue: SHTM 307

Moderator: Lawrence Fong (University of Macau)

Authors	Title
Kevin Kam Fung So, Hyunsu Kim and Ge Zhu (University of South Carolina) and Jochen Wirtz (National University of Singapore)	Artificial intelligence in service management: Testing the Service Robot Acceptance Model (sRAM)
Ajay Aluri and Nancy McIntyre (West Virginia University)	Augmented reality smart glass (ARSG) experiences among innovators and early adopters in the hospitality and tourism industry
Chi-Fai Raymond Si Tou and Siu-lan Amy So (University of Macau)	The artificial intelligence and innovations of smart tourism: Qualitative expert interviews approach
Yueh-Chun Shih and Hsin-Jung Li (National Kaohsiung University of Hospitality and Tourism)	Use of augmented reality and gamification techniques in reconstruction of cultural heritage
Jiaying Lyu (Zhejiang University), Xi Leung (University of North Texas) and Billy Bai (University of Nevada, Las Vegas)	Virtual reality and advertising effectiveness: A presence-mediated model
Zihan Yin, Wenzhong Wei and Naipeng (Tom) Bu (Shandong University)	Big data promotes the construction and sustainable development of smart tourism destinations: From the perspective of value co-creation and knowledge transfer

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-1 Tourism and Future

Venue: SHTM Function Room 1

Moderator: Anyu Liu (University of Surrey)

Authors	Title
Ni Putu Diah Prabawati (STP Nusa Dua Bali)	Pink tourism: Characteristic gay tourist visit Seminyak, Bali
Erin Yirun Wang, Lawrence Hoc Nang Fong and Desmond Lam (University of Macau)	Emotions in online review and consumer response: Future research directions in hospitality and tourism
Chanamart Intapan, Songsak Sriboonchitta, Chukiat Chaiboonsri and Pairach Piboonrungsroj (Chiang Mai University)	International tourism market mechanism prediction tendency in major ASEAN tourism destination: TVP-VAR approach
Anurak Tongkaw, Phannaphat Saethow and Sakda Kanjanawanawan (Dusit Thani College Pattaya)	The determinants of tourism demand in the ancient Chinese Chak-ngeaw community market, Pattaya city by second-order confirmatory factor
Wanamina Waehama, Kritsana Choosakul, Kasidech Kaeoneam, Sarunpat Keawwan, Siriwaraikhul Chaikaew and Wimonmass Sittacom (Prince of Songkla University)	"Baan Thung Jang Village" the future community based tourism
Sut Ieng Lei (Macau University of Science and Technology), Tingting Liu (The Hong Kong Polytechnic University), Shun Ye (Zhejiang University), and Dan Wang (The Hong Kong Polytechnic University)	Pursuing personalization in tourism and hospitality – current progress and future research

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4 4-2 Internships and Student Development

Venue: SHTM Function Room 2

Moderator: Kungsoo Han (Kyonggi University)

Authors	Title
Constantinos Papadopoulos, Anastasios Zopiatis and Savvas Sakkadas (Cyprus University of Technology)	Pre-internship expectations vs post-internship perceptions: Evidence from Cyprus
Michael J. Tews (The Pennsylvania State University), Ankie Hoefnagels and Fanny Beaumont-Perez (Zuyd University of Applied Sciences)	Factors to enhance hospitality internship success
David M. Pearlman (University of New Orleans), Michael D. Collins (Florida Gulf Coast University) and Ann Lara (California State Polytechnic University)	You're hired: Isn't that the purpose of an internship?
Hua Qu (South China Normal University), Xi Yu Leung (University of North Texas) and Jiamin He (South China Normal University)	"Will you stay?" A study of hotel intern's job satisfaction and career intention
Jing Ma, Xin Yi Seah, Xin Ying Liu, Lok Yi Fong, Sharon Suk Man Lee and Sabrina Huang (The Hong Kong Polytechnic University)	Internship program and career intention: A comparison between interning at teaching hotels and non-teaching standard hotels
Yi-Fan Tung (National Ilan University), Tsungpo Tsai (National Chi Nan University) and Huawen Shen (City University of Macau)	Hospitality internship mentoring, self-intern fit and career choice

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-3 Ethical Issues

Venue: SHTM Function Room 3

Moderator: Eric Chan (The Hong Kong Polytechnic University)

Authors	Title
Miranda Kitterlin-Lynch (Florida International University) and Ruth A. Smith (Bethune-Cookman University)	Exploration of workplace bullying in the foodservice industry
Nadia Hanin Nazlan (Universiti Teknologi MARA Cawangan Selangor), Jie Sun (California State Polytechnic University) and Wen Chang (Dongbei University of Finance and Economics)	Meeting giveaways: Is more always better?
Shi Ling Kwok (University of West London)	The silent revolution: Exploring the non-complaining beliefs, intention and behaviour of Asian Customers in the Hospitality Industry
Annmarie Nicely (Purdue University)	Trader harassment and visitors' loyalty intention: Factors that make Jamaica special
Mary Dawson, Juan Madera and Lindsey Lee (University of Houston)	The hospitality industry's organizational culture aesthetics that should be considered during sexual harassment training
Yixue Liu and Yanbo Yao (Nankai University)	Are destinations prepared for recovery? An analysis of the mechanism of ripping off tourists and governance after unethical incident

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-4 Robot and Technology

Venue: SHTM Function Room 4

Moderator: David Baker (Tennessee State University)

Authors	Title
Tsong-Zen Liu and Chia-Shiang Hsu (National Kaohsiung University of Hospitality and Tourism)	A statistics review of journal publications on robotics applications in hospitality and tourism
Po Man Tse and Soo Yun Song (The Hong Kong Polytechnic University)	A theoretical model of service robots' acceptance in hotels
Nan Chen and Cathy H. C. Hsu (The Hong Kong Polytechnic University)	Using video vignettes to examine tourist stereotypes in resident attribution process: Methodological issues
Naoko Tanaka and Kyoko Morikoshi (Hokusei Gakuen University Junior College)	Japan's new tour guide-interpreter system: Guides' perspectives and training
Howook (Sean) Chang (Florida International University), Chang Huh (Niagara University) and Bradford Capuozzo (Florida International University)	A case study of Particulate Matter (PM) pollution in an open-kitchen concept restaurant

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-5 Innovation in Student Development

Venue: SHTM 302

Moderator: IpKin Anthony Wong (Sun Yat-Sen University)

Authors	Title
Fagbolu Olukemi (Assumption University of Thailand)	Developing possible strategies for tourism management students' academic achievement improvement in the university: A study of School of Tourism, Hospitality and Events Management, Kwara State University, Malete
Amit Sharma, Michael S. Lin and Bart Pursel (The Pennsylvania State University)	University students' self-rationing behavior and academic performance
H. Heidi Chang (I-Shou University)	How do college students in hospitality-related majors plan for their career? Study of career choice and factors influencing career continuity in the foodservice industry
Ashokkumar Manoharan (Flinders University), Christina Scott-Young (RMIT University) and Anthony McDonnell (University College Cork)	The power of brands for attracting young talent in the hospitality industry: A conceptual model
Chiemi Yagi (University of the Ryukyus), John Pearce and Philip Pearce (James Cook University)	Engaging students and drawing new research insights: A Japanese case study
Laila D. Malabanan and Rodolfo E. Cabardo (National University, the Philippines)	Research capability of professional subject faculty members at selected HEIs in the University Belt

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-6 Tourism and Hospitality Education

Venue: SHTM 303 Moderator: Cindy Yoonjung Heo (Ecole hôtelière de Lausanne, HES –
SO/University of Applied Sciences and Arts Western Switzerland)

Authors	Title
Chung-Jen Wang and Kuan-Ju Tseng (National Pingtung University of Science and Technology)	Exploring students' career relevant decision-making self-efficacy for learning effectiveness in hospitality education
Ching-Hsu Huang, Nai-Yun Hsu and Chien-Yi Li (National Pingtung University of Science and Technology)	Cooking science modeling as an effective teaching strategy
Wen Wu, Haiyu Huang, Xinghai Yang and Lingzhi Zhaogu (Xiamen University)	Effectiveness of simulation teaching method for the tourism students
Peter Ryan, Alan Williams and Clive Smallman (Higher Education Leadership Institute)	Embracing technology to develop innovative approaches to learning and teaching
Benigno Glenn R. Ricaforte (De La Salle-College of Saint Benilde)	Inquiry-based learning modules in ecotourism: Effects on students' achievement, understanding of environmental concepts and the nature of science
Joselyn Goopio (Strathmore University), Fajar Putra (Sekolah Tinggi Pariwisata Bandung) and Wan Sze Li (The Hong Kong Polytechnic University)	Gap between industry and academia: Trends and future research directions in hospitality management education

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-7 Film Tourism, Literary Tourism and Wine Tourism

Venue: SHTM 304

Moderator: Dalton Draper (Florida International University)

Authors	Title
Jutamas (Jan) Wisansing (Perfect Link Consulting Group), Watcharee Churugsa, Praphatsorn Vardhanabhuti and Sarawut Takham (Designated Area for Sustainable Tourism Administration (Public organization))	Creative tourism initiatives in Thailand: DASTA Model
Shu-Ning Zhang, Yong- Quan Li (Huaqiao University), Chih-Hsing Liu (National Kaohsiung University of Science and Technology) and Wen-Qi Ruan (Huaqiao University)	How to enhance the flow experience of tourists in cultural and creative tourism: The moderating roles of innovation and cultural identity
Iain Cowie (Thammasat University)	The Great Dragon lost in Siam
Yen-Jung Chen and Robert Liwei Hsu (National Kaohsiung University of Hospitality and Tourism)	Exploring the priming effect of music on customers' choose of wine from Neuromarketing perspective
Carl A. Boger Jr., Jookyung Kwon, Marisa Ritter and Maryam Charmchian (University of Houston)	Convincing beer style consumers to repurchase their preferred beer style
Marissa Orlowski (University of Central Florida)	Maximizing restaurant wine sales through external wine education and certification: An assessment of training effectiveness and ROI

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-8 Senior/Luxury/Other Tourism and Design

Venue: SHTM 821

Moderator: Hiroaki Saito (Ritsumeikan Asia Pacific University)

Authors	Title
Fangzhou Wan (The Hong Kong Polytechnic University)	Travel motivations of senior wellness tourists: A case of Bozhou City, China
Reza Etemad-Sajadi (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)	Hospitality inside seniors' homes: The impact of trust and social presence through connected health technologies
Patthawee Insuwanno and Kullada Phetvaroon (Prince of Songkla University)	An investigation of senior tourists' expectation and satisfaction: A case study of Andaman provinces, Thailand.
Zhihong Wen, Shasha Cai (Xiamen University) and Bi Yang (The Pennsylvania State University)	Does world heritage sites inscription really foster regional tourism economy? New evidence from China based on PSM Method
Reza Etemad-Sajadi (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)	How can the hospitality industry help senior homes? The usage of connected health technologies
Eda Gurel (Bilkent University)	Push-pull factors in museums: Investigating omnivores vs. high-brow univores – a qualitative Study

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STAND-UP PRESENTATION SCHEDULE

Day 2 - 23 May 2019

14:00 - 15:30 CONCURRENT SESSION 4

4-9 Tourism Attraction and Special Interest Tourism

Venue: SHTM 307

Moderator: Lisa Gao (The Hong Kong Polytechnic University)

Authors	Title
Angela Mai Chi Chu (The Hong Kong Polytechnic University)	Do attractions 'attract' tourist?
Kate Mingjie Ji (Oxford Brookes University) and Ying Zhao (Sun Yat-Sen University)	Visitors' spatiotemporal behaviour in amusement parks
Surarak Wichupankul, Chayanon Phuchaoen and Krittabhas Khwanyuen (Prince of Songkla University)	The comparative study between tourist and excursionist perception toward cultural attraction
Soo Yun Song and Po Man Tse (The Hong Kong Polytechnic University)	Do attractions 'attract' tourists? The case of Canada, Australia and United Kingdom
Krittabhas Khwanyuen and Surarak Wichupankul (Prince of Songkla University)	A comparative analysis between Thai and non-Thai tourist behaviour in Krabi, Thailand

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

09:00 - 10:30 CONCURRENT SESSION 5

5-1 Airline and Airport

Venue: SHTM 302

Moderator: Claire Liu (Auckland University of Technology)

Authors	Title
Edward Ku and I-ying Tsai (National Kaohsiung University of Hospitality and Tourism)	Organizational agility: Evidence from airline companies and travel agencies
Suwadee Talawanich (Mahidol University International College) and Norman Au (The Hong Kong Polytechnic University)	Preliminary study of airline crisis communication via mobile applications
Mc.A David Baker and Ramaprasad Unni (Tennessee State University)	An empirical investigation of service quality, passengers' satisfaction and airline industry performance: Legacy airlines vs low-cost-airlines
Jia Sun (City University of Macau), Po-Ju Chen (Northern Arizona University), Han Wang (Zhuhai Institute of Advanced Technology Chinese Academy of Sciences), Erin Hui-Wen Shih (The Hong Kong Polytechnic University), Hong Wang (Hainan University) and Caiwei Ma (Shanghai Polytechnic University)	Air quality and hotel product innovation: A case study of first-tier city hotel competitiveness
Ming Kwan (Macau University of Science and Technology)	Enhancing cyber security in airlines to prevent data breach

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

09:00 - 10:30 CONCURRENT SESSION 5

5-2 Customer Behaviour

Venue: SHTM 303 Moderator: Janet Chang (National Kaohsiung University of Hospitality & Tourism)

Authors	Title
Zhenxian Piao and Minji Kim (University of Nevada, Las Vegas)	How does price sensitivity affect consumers' perception of value? Lower price vs. higher quality
Heewon Kim and Soocheong (Shawn) Jang (Purdue University)	Do status discrepancy and socioeconomic immobility really drive compensatory consumption?
Yung-Kuei Huang (National Ilan University)	Customer mistreatment and customer-focused voice: Examining a moderated mediation model
Hyekyung Park, Minwoo Lee and Ki-Joon Back (University of Houston)	Effects of wellness attributes on customer satisfaction in the lodging industry
Danting Cai (The Hong Kong Polytechnic University)	Effective factors in intention of Asian students to complain: A study of Swiss private-owned hospitality colleges
Jeongyeon (Jennie) Ahn, Eun-Kyong (Cindy) Choi and Hyun-Woo Joung (The University of Mississippi)	The effect of message appeal and delivery on consumer attitudes toward hotel upselling messages

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

09:00 - 10:30 CONCURRENT SESSION 5

5-3 Hotel Management

Venue: SHTM 304

Moderator: Young Joo Ahn (Sejong University)

Authors	Title
Fan Lorraine Zhang and Qu Xiao (The Hong Kong Polytechnic University)	Choosing the right target: Cross-border acquisition target selection of emerging economies-based hotel companies
Zeenaz Hussain (Maldives National University), Jerome Agrusa (University of Hawaii at Mānoa) and Joseph Lema (Stockton University)	Guesthouse accommodations with the one island-one resort concept
Richard Hrankai and Cathy H.C. Hsu (The Hong Kong Polytechnic University)	Exploring attribute non-attendance in hotel choice: A latent class model
Chih-Huei Ko, Chien-Yu Chen and Ming-Way Li (Chihlee University of Technology)	The relationship between workplace ostracism and prosocial service behaviors: An examination of hotel employees
Ioanna Karanikola (The Emirates Academy of Hospitality Management) and Elizabeth Ineson (Manchester Metropolitan University)	Human capital investment in five-star hotels in Dubai, U.A.E.
Oriol Anguera-Torrell (CETT-University of Barcelona)	Hotel firms: Who internationalizes and how?

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

09:00 - 10:30 CONCURRENT SESSION 5

5-4 Organization Culture

Venue: SHTM 307

Moderator: Pairach Piboonrungrroj (Chiang Mai University)

Authors	Title
Edwin Torres Areizaga, Elizabeth Yost and Giulio Ronzoni (University of Central Florida)	No vacation needed: An exploration on why American workers won't use up their vacation days
Chien-Pang Lin (Chang Jung Christian University) and Chi-Mei Emily Wu (Fu Jen Catholic University)	Why hotels give to charity: Interdependent giving motives
Claudia Langer (CETT-University of Barcelona)	Social innovation in tourism & hospitality: A bibliometric analysis of its implementation through social entrepreneurs
Denise Holly Ramirez Molintas, James A. Busser, Timothy T. Self and Ankita Ghosh (University of Nevada, Las Vegas)	Mitigating group-hate in collaborative learning: A Process-Orientation Analysis
Sookyup Chong, Delores H.T. Lau, and Nicole Nina Ilagan Hao Bian (The Hong Kong Polytechnic University)	Asian leadership in the context of hospitality
Dagnachew L. Senbeto and Alice H. Y. Hon (The Hong Kong Polytechnic University)	Shaping organizational cultures in response to hospitality seasonality

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

11:00 - 12:30 CONCURRENT SESSION 6

6-1 Experience of Tourism

Venue: SHTM Function Room 1

Moderator: Amy So (University of Macau)

Authors	Title
Prokopis Christou (Cyprus University of Technology) and Aspasia Simillidou (University of Central Lancashire - Cyprus)	The nexus of melancholy and tourism
Yuansi Hou (Queen Mary University of London), Lin Wang and Zengxiang Chen (Sun Yat-sen University)	The diversity of emotions and tourists' experiences
Yuansi Hou (Queen Mary University of London) and Yue (Christine) Liu (Southern Connecticut State University)	The hidden effect of experiential consumption: Relieving us from feeling lonely
Chun-Chu Chen (Washington State University), Yueh-Hsiu Lin (National Kaohsiung University of Hospitality & Tourism) and Ying-Hsiao Lai (Chaoyang University of Technology)	Memorable tourism experience, satisfaction, and well-being: Does trip duration matter?
Elaine Yulan Zhang and Dan Wang (The Hong Kong Polytechnic University)	The structuration of tourist decision making during trip
Shuchen Qiao (Harbin Institute of Technology), Markus Schuckert (The Hong Kong Polytechnic University) and Ziqiong Zhang (Harbin Institute of Technology)	The role of third-party user generated content on tourist satisfaction

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

11:00 - 12:30 CONCURRENT SESSION 6

6-2 Risk, Competition and Research Method

Venue: SHTM Function Room 2

Moderator: Honggen Xiao (The Hong Kong Polytechnic University)

Authors	Title
Marilyn F. Johnson, Mark S. Johnson and Antoinette Tessmer (Michigan State University)	Hotel asset and equity risk before, during and after the global financial crisis
Paraskevas, Alexandros (University of West London)	Towards a risk management framework that ensures duty of care for international business travellers
Srikanth Beldona, Zvi Schwartz and Timothy Webb (University of Delaware)	The state of coopetition in the US lodging industry
Yitong Yu, Shi (Tracy) Xu and Gang Li (University of Surrey)	Applications of experience sampling methodology: A research agenda for hospitality management
Chai Wen Teoh , Koon Ling Lui and Sahadehvah Suppiah (Sunway University)	Effects of multi-dimensional service quality on desserts and sweet snacks consumption
Vicky Tsui Yan Leung and Pearl M. C. Lin (The Hong Kong Polytechnic University)	Employee segmentation: Analysis in the hospitality industry: Employee commitments and behavioral differences

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

11:00 - 12:30 CONCURRENT SESSION 6

6-3 Roles of Stakeholders in Tourism Development

Venue: SHTM Function Room 3

Moderator: Carl Boger (University of Houston)

Authors	Title
Lilibeth C. Aragon, Jocely Y. Camalig and Miriam Salvacion Oreta (Lyceum of the Philippines University)	Revitalizing the Walled City of Intramuros for a sustainable urban renewed environment
Wenjing Ji (Nanjing Institute of Tourism & Hospitality), Mimi Li and Tony Tse (The Hong Kong Polytechnic University)	Public private partnership: Some insights from a case study in China
Suzanne Histen, Carolyn Deuchar and Simon Milne (Auckland University of Technology)	Off the grid but on the map – host community perceptions of tourism development, Aotea / Great Barrier Island
Leo Huang, Ying Ye (National Kaohsiung University of Hospitality and Tourism) and Kaung-Hwa Chen (National Kaohsiung University of Science and Technology)	Research on tourism destination preference of Wenqing
Jennifer Pasion Loverio (National Kaohsiung University of Hospitality and Tourism)	Stakeholders' attitudes on overtourism in Sagada, Mountain Province
Samuel Adeyinka-Ojo (Curtin University Malaysia) and Vikneswaran Nair (University of The Bahamas)	An integrated framework for stakeholder power and roles in developing rural tourism destination brand

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STAND-UP PRESENTATION SCHEDULE

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11:00 - 12:30 CONCURRENT SESSION 6

6-4 Tourism, Symbolism, Celebrity and Pop Culture

Venue: SHTM Function Room 4

Moderator: Timothy Jung (Manchester Metropolitan University)

Authors	Title
Tomomi Hanai (Teikyo University), Kaoru Yashiro (Otsuma Women's University), and Hisako Konno (Teikyo University)	Photogenic tourism as self-presentation
Manoj Kumar Neelamegan (Vatel Hotel and Tourism Business School), Rachel Jessie Pereira and Nelissa Alcasoas (VM Salgaocar Institute of International Hospitality Education)	The complexities to adopt and implement digital economy practice in small and medium enterprises in the tourism industry
Daryl Ace V. Cornell and Luzviminda O. Tugade (Polytechnic University of the Philippines)	"Ain't no mountain high enough" determining the local residents' quality of life and attitudes towards tourism development in Sagada, Philippines
Shiyu Lin (Beijing Forestry University)	Remaining nostalgia of Chinese traditional village: A primary research of a traditional village in Anhui Province, South China
Hera Oktadiana, Jing Li and Philip Pearce (James Cook University)	Let's travel: Voices from the millennial female Muslim travelers
Simon Pawson (Torrens University) and R. W. (Bill) Carter (The University of the Sunshine Coast)	Two universities and a ministry: Human capital and collaborative capacity building in Cambodia

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11:00 - 12:30 CONCURRENT SESSION 6

6-5 Recruitment and Employee Competency

Venue: SHTM 304

Moderator: Michael J. Tews (The Pennsylvania State University)

Authors	Title
Patricia Rabe and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Factors affecting the recruitment of restaurant managers in Dubai: Extended abstract
Chih-Hung Wang (National Taichung University of Education), Tzu-Ching Lai (National Kaohsiung University of Hospitality and Tourism) and Po-Hsien Chiu (Cheng Shiu University)	Effects of co-worker incivility and customer incivility on the work engagement and job performance: Moderating effect of passion for work
Chanya Tansakul (The Crystal Tour) and Kanyamon Kanchanathaveekul (Western University)	Developing personnel competence in tourism and hospitality industry under ASEAN framework of small and medium enterprises in Phuket, Thailand
Andriew Lim (Hotelschool The Hague)	The role of HTH entrepreneurship hub in stimulating hospitality start-ups: Resource based view perspective
Inhaeng Jung and Amit Sharma (The Pennsylvania State University)	Exploring costs and benefits of unionization in the hospitality industry
Michael J. Tews (The Pennsylvania State University)	Minding your manners: Interviewing etiquette for today's hospitality undergraduate

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11:00 - 12:30 CONCURRENT SESSION 6

6-6 Restaurant Marketing

Venue: SHTM 302

Moderator: Warren Goodsir (Auckland University of Technology)

Authors	Title
Socrat Ghabban, Mohamad Alhallak, Badr Fayad (Lebanese University)	Local chain restaurants and millennials' needs: Insights from Lebanon
Xi Yu Leung and Han Wen (University of North Texas)	"Alexa, stop." a study of using chatbots in restaurant takeout orders
Lu Tang and Siu-lan Amy So (University of Macau)	The impact of online social interaction on customer behavioural outcome in foodservice industry: The case of Macau
Soon A Lee and Hae Young Lee (Kyungshung University)	Selection attributes of convenience store lunch box, perceived benefit, and customer satisfaction: Risk perception as a moderator
Soon Mi Kwon and Earl L. Reid (Kyungshung University)	Moderating role of novelty-seeking on the influence of TV restaurant programs on satisfaction and restaurant visit intention
Hyounae (Kelly) Min (California State Polytechnic University), Hyun Jeong Kim (Washington State University) and Myong Jae Lee (California State Polytechnic University)	The moderating role of power on the relationship between anger and complaining

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6-7 Social Media and Tourism

Venue: SHTM 303

Moderator: Chrystel Masdupuy (École Supérieure Internationale de Savignac)

Authors	Title
Myla Medrano Loreto (Dusit Thani College)	The influence of social media exposure on the interpersonal communication skills of hospitality students
Soon A Lee and Hae Young Lee (Kyungsung University)	Prediction and estimation in location-based travel services using social big data
Wanching Chang, Grace C.L. Chien and Ren-Fang Chao (I-Shou University)	Effects of influential travel bloggers on young tourists' usage intention.
Seung Jeon, Sojung Lee and Yang Xu (Iowa State University)	Investigating tourists' mobile technology resistance behaviour: An application of innovation resistance theory
Hai-Ning Chou, Chia-Yuan Hsu and Chun-Fang Chiang (Chinese Culture University)	Cabin ambience, experiential emotion, experiential value effect of sharing intentions on social media - a case study of EVA Air Livery Jet
Yun Victoria Chen, GuoQiong Ivanka Huang and IpKin Anthony Wong (Sun Yat-Sen University)	A socio-personal perspective on hotel social commerce

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6-8 Education Development in Tourism and Hospitality

Venue: SHTM 307

Moderator: Ralf Burbach (Technological University Dublin)

Authors	Title
Man Kit Lee (Hong Kong Institute of Vocational Education)	Factors that impact hospitality learning environment: A case in Hong Kong
Tin Hang Michael Lai and M Kazem Vafafari (Ritsumeikan Asia Pacific University)	A comparative study of domestic and international hospitality and tourism students' perceptions towards the needs for learning foreign languages: A case study of Japan
Clive Smallman and Peter Ryan (Higher Education Leadership Institute)	Foundations for leveraging advanced information and communications technologies to improve customer experience and loyalty in the hospitality curriculum
Tzu-ling Charline Chen (National Kaohsiung University of Hospitality and Tourism) and Yu-Syuan Tsai (National Keelung Maritime Vocational High School)	The correlation between self-efficacy and well-being among teachers of hospitality and tourism department in higher education
Dorthe Simonsen and Allan Winther (UCL University College)	Employability as a subject for hospitality students at UCL – does it make any difference?
Nicholas Thomas and Chris Roberts (DePaul University)	Developing and aligning an industry-based hospitality curriculum

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11:00 - 12:30 CONCURRENT SESSION 6

6-9 Technology and Education in Events

Venue: SHTM 821

Moderator: Henri Kuokkanen (Institut Paul Bocuse)

Authors	Title
Dario Tom Dieck, M. Claudia Tom Dieck and Timothy Jung (Manchester Metropolitan University)	The use of VR for the enhancement of the science festival experience
Barbara Neuhofer (Salzburg University of Applied Sciences), Krzysztof Celuch (Vistula School of Hospitality Management in Warsaw) and Bianca Magnus (Salzburg University of Applied Sciences)	The impact of artificial intelligence on events experiences: A scenario technique approach
Kristin Malek (University of Nebraska Lincoln) and James Musgrave (Leeds Beckett University)	A comparative study of international events management education
Jinlin Zhao (Florida International University)	Developing a national-wide brand event through university-industry partnership a case of South Beach Wine and Food Wine Festival
Richard N.S. Robinson and Gabby Walters (The University of Queensland), Peter Lugosi (Oxford Brookes University) and Sarah Donaghy (The University of Queensland)	Pop-up events: Not so black and 'white'...

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Day 3 - 24 May 2019

14:00 - 15:30 CONCURRENT SESSION 7

7-1 Sharing Economy and Airbnb II

Venue: SHTM Function Room 1

Moderator: Xander Lub (Breda University of Applied Sciences)

Authors	Title
Levi van der Heijden, Tanya Bondarouk, Klaas Jan Visscher (University of Twente) and Huub Ruel (Hotelschool The Hague)	Exploring value creation in the sharing economy: Analysing discourse in Airbnb reviews
Helen Petkewitz and Huub Ruel (Hotelschool The Hague)	Does hospitality matter in diplomacy? An exploratory study among ambassadors on the role hospitality as a competence in diplomacy
Yujia Chen and Iis Tussyadiah (University of Surrey)	Service failure in Airbnb: A critical incident assessment
Huub Ruel (Hotelschool The Hague), Han Abbink and Harry van der Kaap (University of Twente)	"Ties that bind" - A study into ambassadors' contribution to commercial diplomacy and trade
Jihwan Yeon, Hyoung Ju Song and Seoki Lee (The Pennsylvania State University)	Examining the impact of Airbnb regulation on hotel performance : A difference-in-differences approach
Han Chen (University of New Orleans) and Yee Ming Lee (Auburn University)	Event management competencies: A comparison of industry professionals, educators, and students' perspectives

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STAND-UP PRESENTATION SCHEDULE

Day 3 - 24 May 2019

14:00 - 15:30 CONCURRENT SESSION 7

7-2 Shopping, Gaming and Cruiseline Tourism

Venue: SHTM Function Room 2

Moderator: Linda Woo (The Hong Kong Polytechnic University)

Authors	Title
Xiaolong Ma and Xinju Yang (Nankai University)	Study on the consumer competitiveness between tourists and residents and the evolution of tourism formats
Seongseop (Sam) Kim (The Hong Kong Polytechnic University), Derrick Lee (Singapore Institute of Management) and Frank Badu Baiden (The Hong Kong Polytechnic University)	The effects of the development of a casino tourism destination on the local community
Sha Wang (Fudan University)	Understanding the cruising experience of Chinese family vacations with young children: An analysis of online review comments
Baoheng Wang, Xinying Hu and Jian Tian (Xiamen University)	What are the cruise-ship stereotypes? Explore Chinese tourists' understanding of cruise tourism
Feng Hsien Pang (National Chi Nan University)	Consumer behavior study in the Taiwanese whisky market
Ian David (Webber International University)	Investigating the attractiveness of "Classic Car Tours" for American cruise passengers to Havana, Cuba

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7-3 Performance Measurement

Venue: SHTM Function Room 3

Moderator: Shuo Wang (Chinese University of Hong Kong)

Authors	Title
Siew Har Ong (Berjaya University College) and Ravindran Ramasamy (University Tun Abdul Razak)	Measures of corporative qualities in Private University, Malaysia
Vladan Pantelic and Sanjay Nadkarni (The Emirates Academy of Hospitality Management)	Key performance indicators in UAE hotel properties: Senior managers' perspectives
Sung Gyun Mun (The Hong Kong Polytechnic University) and SooCheong (Shawn) Jang (Purdue University)	Restaurant firms' financial constraints and business performance
Yiqi Wang, Jewoo Kim (Iowa State University) and Jaewook Kim (University of Houston)	Does brand strength affect the relationship between eWOM and restaurant performance?
Hyewon Lee and Eliza Ching Yick Tse (University of Missouri)	The impact of online buzz sentiment on firm performance in Korean restaurant industry
Grzegorz Kapuscinski, Nathan Zhang (Oxford Brookes University), Liting Zeng and Cao Aihua (Beijing Hospitality Institute)	Effects of crisis response tone and author's gender on employer attractiveness

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14:00 - 15:30 CONCURRENT SESSION 7

7-4 Medical and Health Tourism

Venue: SHTM Function Room 4

Moderator: Zvi Schwartz (University of Delaware)

Authors	Title
Claire Liu, Zheng Chang and Maria Hyde Smith (Auckland University of Technology)	Exploring New Zealanders' perceptions and interest in wellness tourism in China
Wanamina Waehama, Thanchanok Khaewthong, Jirayu Saowarun, Nitchakul Chalakan, Petcharat Khumpaitoon and Apichaya Kaderak (Prince of Songkla University)	The study of medical tourism in Hat Yai Songkhla
João Romão (Hokkaido University)	Wellness tourism participatory governance: A common pool resources approach
Rahman Imran, Sijun Liu and David Martin (Auburn University)	Outbound medical tourists' perceived quality of medical care, post-visit destination image and revisit intention
Ilian Assenov and He Ye (Prince of Songkla University)	Marketing strategies targeting Chinese medical tourists in Thailand
Li-Hsin Chen (National Kaohsiung University of Hospitality and Tourism)	Exploring the experiencescape of a bicycle tourism destination: A case study of Taipei City, Taiwan

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7-5 Aboriginal Tourism and Slow Tourism

Venue: SHTM 302

Moderator: Michael Tews (The Pennsylvania State University)

Authors	Title
Lu-Ping Lin, Li-Hsin Chen and Nien-Te Kuo (National Kaohsiung University of Hospitality and Tourism)	Exploring the potential for aboriginal tourism in Tjuvecekan Village, Taiwan
Jeanneth F. Darroca (Iloilo Science and Technology University)	Farm Tourism: Unleashing Iloilo's potential through sustainable tourism
Te-Yi Chang, Ryan Wu and Ying-Hsuan Lee (National Kaohsiung University of Hospitality and Tourism)	Exploring on using OTA community media to enhance visitors responsibility tourism behavior: The case of the Elephant Nature Park
Yu-Yang Cheng, Janet Chang, Ming-Kuei Shih and Ching-Yen Ho (National Kaohsiung University of Hospitality & Tourism)	Exploring slow travel tourists' revisit intention
Chenguang Wu and Fan Zhang (Sun Yat-Sen University)	An investigation of mortality salience and tourist familiarity-seeking behavior
Yi-Jen Shie (National Kaohsiung University of Hospitality and Tourism)	Reclaiming environmental ownership for tourism: Indigenous river closure in Taiwan

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14:00 - 15:30 CONCURRENT SESSION 7

7-6 Sustainable Tourism

Venue: SHTM 303

Moderator: Billy Bai (University of Nevada, Las Vegas)

Authors	Title
Eleanor E. Cranmer, M. Claudia tom Dieck and Timothy Jung (Manchester Metropolitan University)	The role of augmented reality for sustainable development: Evidence from tourism
William C. Schuelke, Xi Yu Leung, Lisa Kennon and Priscilla Connors (University of North Texas)	Geocaching and nature tourism in State Parks
Xiao Ying Kee (Taylor's University), Siew Har Ong (Berjaya University College) and Frederic Bouchon (Institute Paul Bocuse)	Local communities' perceptions of ecotourism economic impacts and conservation issues in Kuala Selangor, Malaysia
Hamilton Bicksler and Chompoonut Suttikun (Khon Kaen University)	Developing sustainable tourist destinations using perspectives of the marketing mix at Ban Nakha Silk Market
Jennifer Pasion Loverio (National Kaoshiung University of Hospitality and Tourism) and Shirley Villosillo Guevarra (University of the Philippines Diliman Q.C.)	Environmental management and sustainability of hospitality establishments in Sagada Mountain Province to environmental management and sustainability of hospitality establishments in Sagada, Mountain Province
ShiNa Li (Sun Yat-Sen University), Andrea Saayman (North-West University), Jason Stienmetz and Iis Tussyadiah (University of Surrey)	Willingness to pay for pro-poor tourism products

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14:00 - 15:30 CONCURRENT SESSION 7

7-7 Corporate Social Responsibility

Venue: SHTM 304

Moderator: Sunny Ham (Yonsei University)

Authors	Title
Chris K. K. Chan, Ada Fong and Clare Fung (The Hong Kong Polytechnic University)	Exploring corporate social responsibility values of Generation Z hospitality undergraduates in Hong Kong
Wanamina Waehama, Suwannee Binlaeman, Thanatchaporn Yongyutvuttikul, Nittakarn Supasiripromsuk, Chawit Phakdikamol and Natkamon Kulwijit (Prince of Songkla University)	Green image and business travellers decision making in the green hotel industry in Thailand
Myunghee Mindy Jeon (Salem State University), Seon Jeong Ally Lee (Kent State University) and Miyoung Jeong (University of South Carolina)	Investigating corporate social responsibility and customers' behaviors with ride-sharing services
Aysin Pasamehmetoglu (Ozyegin University) and Mustafa Mehmet Gokoglu (Dokuz Eylul University)	Corporate social responsibility perspective of Istanbul chain hotels: The differentiation in managerial practices in Turkey
Maria Stela Crotti and Elizabeth Wada (Anhembí Morumbi University)	Hospitality and the luxury market: A hotel team challenge

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14:00 - 15:30 CONCURRENT SESSION 7

7-8 Smart Tourism

Venue: SHTM 307

Moderator: Simon Pawson (Torrens University)

Authors	Title
Ying Chao and Murat Hancer (University of Central Florida)	Extended servicescapes: Examining the role of technology
Kom Campiranon (Thammasat University)	Understanding the concept of smart tourism in the context of Thailand
M. Claudia tom Dieck and Jung Timothy (Manchester Metropolitan University) and Jolly Wong, Yufeng Zhuang and Wanggan Wan (Shanghai University)	The opportunities and challenges of 5G for tourism, hospitality and events
Rosanna Leung (I-Shou University)	Behaviour and attitude towards robotic staff: An observation at Henn-na Hotel
Lusha Huang and Hanna Wirman (The Hong Kong Polytechnic University)	Designing mobile app gamification to enhance the on-site tourism experiences of people with visual impairment in Hong Kong
Yeongbae Choe and Amy Siu-lan So (University of Macau)	Effects of smart tourism technology usage on serendipity and satisfaction

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POSTERS PRESENTATION SCHEDULE

Day 2 - 23 May 2019

10:45 - 11:30 POSTER SESSION 1

Venue: SHTM 4/F Resource Centre

Poster Board	Authors	Title
1	Bee Bee Sng (SDH Institute, Singapore)	Bridging NGOs and the hospitality industry to reduce food and plastics wastes
2	Te-yi Chang, I-ying Tsai (National Kaohsiung Hospitality and Tourism University) and Tai-liang Wu (Tainan University of Technology)	The effect of collaborative learning on enhancing students' English pronunciation and communication in MICE
3	Ryan Ying-Wei Wu, Shengyu Gu (National Kaohsiung University of Hospitality and Tourism)	Consumers' impulsive buying behavior of tourism and travel products in E-commerce
4	Nien-Te Kuo and Lu-Ping Lin (National Kaohsiung University of Hospitality and Tourism)	The relationship among emotional labor, job stress, job characteristics, social media and job performance for tour leaders
5	Yueh-Chun Shih and Ching-Hsueh Yen (National Kaohsiung University of Hospitality and Tourism)	Mobile game-induced tourism: a case study on "Travel Frog" mobile game
6	Clare Hindley and Giulia Stagno (International University of Applied Sciences Bad Honnef-Bonn)	Moving the tourists: Rural tourism and events on Sardinia
7	Jian-Wei Chang (National Kaohsiung University of Hospitality and Tourism)	A case study of a 24/7 automatic intelligence shop in Chinese stir-frying in Hong Kong
8	Te-Ping Kuo and Wan-Yi Hsiung (National Kaohsiung University of Hospitality and Tourism)	The effects of artificial intelligence technologies on restaurant consumers' purchase intention: take bobby robot restaurant for example
9	Chih-Ching Teng (Fu-Jen Catholic University) and Yao-Chin Wang (University of Arkansas)	Bright and dark sides of culture in food waste: a cross-cultural comparison
10	Meng-Lei Monica Hu (Jinwen University of Science and Technology)	A criteria model of hotel innovative competency of digitalization and interdisciplinary in Taiwan
11	Qi Yang, Warren Goodsir and Jill Poulston (AUT University)	The rise of the machine: perspectives on self-service technology and hospitality

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PRESENTATION SCHEDULE

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10:45 - 11:30 POSTER SESSION 1

Venue: SHTM 4/F Resource Centre

12	Bruce Tsui and Pimtong Tavitiyaman (The Hong Kong Polytechnic University) and Ray Hui (The Open University of Hong Kong)	PWDs working in the hotel industry – more efficient or not?
13	Swathi Ravichandran and Barbara Atanga (Kent State University) and Kristin Malek (University of Nebraska)	A content analysis of hotel cyberslacking policies
14	Rachel Wang and Renata Ujvari (Oxford Brookes University)	To sell or not to sell? Hotel operators' responses to online travel agencies (OTAs) in their distribution
15	Demian Hodari, Elisa Chan and Xi Li Ecole Hôtelière de Lausanne, HES-SO University of Applied Sciences and Arts Western Switzerland)	The hard truth about soft brands
16	C.K. Bruce Wan (The Hong Kong Polytechnic University)	Design and tourism - four ways that design can contribute to tourism innovation
17	Mingming Lu (Nankai University)	Strategies on the construction of Hainan International level Tourism Consumption Center
18	Wen-Hwa Ko and Min-Yan Lu (Fu-Jen University)	The perception of surplus-foods for consumers in Taiwan
19	Hiroaki Saito (Ritsumeikan Asia Pacific University), Elizabeth Sander (Bond University) and Arran Caza (University of Manitoba)	The role of staff breakrooms in mitigating emotional labor associated stress and fostering employee well-being
20	Monica Shu-Fen Wu (Wu Feng University) and Angela Yaping Chang (China-Asean International College)	Effects of female leadership on organizational teamwork and performance in the catering industry
21	Lan Lu and Jinlin Zhao (Florida International University)	Current issues in education for hospitality and tourism: The gap between students' knowledge and practice in sustainability education
22	Yuan Liang (Tianjin University of Finance and Economics Pearl River College)	The effect of organizational climate towards employee turnover in the Chinese hospitality industry: A case study of hotels in Tianjin
23	Joji Rose Parondo-Ang (Joji Ilagan International School)	Expected learning outcomes from work and travel cultural exchange program as perceived by student participants

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Venue: SHTM 4/F Resource Centre

24	Yalin Long and Jun Wu (Zhejiang Business University)	Aesthetic experience and consumer loyalty: A case study on culture - themed hotel in Hangzhou, China
25	Sandra Rochnowski (SRH University of Applied Science Berlin)	How to motivate Executive Managers for a health-oriented lifestyle – a study in health tourism
26	Li-Pin Lin (Ming Chuan University)	Could the virtual reality of an artwork become a tool of destination marketing? The effects of VR on the intention of slow travel in an ancient city of China
27	Jun Cai and Guo Na (Beijing Forestry University)	Study on the travel memory of the local custom and place--take Mount Wuyi as an example
28	Ning Wang and Minglong Li (Zhongnan University of Economics and Law)	The effect of service climate on customer citizenship behavior: The mediating role of customer psychological empowerment
29	Thorsten Merkle and Christopher Jacobson (HTW Chur University of Applied Sciences)	Developing a Swiss International Tourism Summer School
30	Esiel Cabrera (Jojillagan International Schools)	The impact of work integrated learning to students of one of the institutions in Davao city
31	Gemili Cabatic, Ignacio C. Cordova, Jr., Michael Joseph Diño, Mary Ann Donato and Arlene Par (Our Lady of Fatima University)	Consumer evaluation of culturally-sensitive short films from social media advertisement as a predictor of brand loyalty and purchase intention among Filipino consumers
32	Bongran Sun (Oklahoma State University)	Gender difference: Is it really matter in consumer behavior? From the aspect of coevolution
33	Huub Ruel (Hotelschool The Hague)	Artificial Intelligence-facilitated Global Talent Management (AI-GTM) in the international hospitality industry: a research agenda
34	Martijn Ten Elzen (University of Twente) and Huub Ruel (Hotelschool The Hague)	Do Generation Z and the Hospitality Industry Match? An exploratory study
35	Wanying Liu, Pei Liu and Eliza Tse (University of Missouri)	Exploring factors that affect customer satisfaction and dining intention in hotel restaurants compared to stand-alone restaurants
36	Sun-Hwa Kim (Montana State University) and Ran Huang (Indiana University)	Exploring locally sourced food ads: A moderating role of locavorism
37	Naipeng (Tom) Bu and Haiyan Kong (Shandong University), Steve Pan (Singapore Institute of Technology)	The application and development of e-learning in hotel training Hong Kong

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PRESENTATION SCHEDULE

Day 2 - 23 May 2019

15:00 - 15:45 POSTER SESSION 2

Venue: SHTM 4/F Resource Centre

Poster Board	Authors	Title
1	Jing Li and Simon Hudson (University of South Carolina)	YouTube vloggers' influence on impulse buying behavior
2	Hyejo (Hailey) Shin, Miyoung Jeong and Haemoon Oh (University of South Carolina)	Reward or recognition? Their impacts on employee engagement and retention
3	Liheng Zhang (University of Nevada, Las Vegas)	How price fluctuation affects hotel performance: An explanation for employees' performance and burnout
4	Bi Yang, Jung Kuk Jang and Anna.S Mattila (The Pennsylvania State University)	Consumer responses to recommendation labels: The interplay of social influence and gender
5	Vincent Sylvester Leewellyn and Santi Palupi (Podomoro University)	Coffee tourism: From home product to attractions
6	Ching-Shu Su (Ming Chuan University)	A research of the effect of electronic service innovation in hotel industry
7	Marissa Orlowski and Elizabeth Yost (University of Central Florida)	Maximizing sales force performance through non-cash incentives: A socio-demographic approach
8	Lan Jiang and Marcia Taylor (Florida Gulf Coast University)	Are Revenue Managers doing it right? Understand price determinants in the Hotel Industry
9	Niño Angelo D. Hilario, Lena N. Cañet and Ma. Erlinda S. Zacarias (Philippine Women's University)	An assessment on the level of serving "Healthylicious" meals in school canteens
10	Yung-Chuan Huang (Ming Chuan University), Wei-Long Lee and Chih-Hsing Sam Liu (National Kaohsiung University of Science and Technology)	Influence of natural capital, tourism risk and destination image on foreign tourist decisions
11	Chompoonut Suttikun (Khon Kaen University)	The role of restaurant image as a moderator influencing the effect of social norms and eWOM on healthy food purchasing intention
12	Hester Lize Visser, Marte Rinck de Boer and K. Eringa (NHL Stenden University of Applied Sciences, Leeuwarden)	Meeting hospitality employees at their workplace: Emotional labour and work values of Generation Y

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15:00 - 15:45 POSTER SESSION 2

Venue: SHTM 4/F Resource Centre

13	Denise Holly Ramirez Molintas and James Busser (University of Nevada, Las Vegas)	The dyadic power of guanxi: A model for hospitality leadership in China
14	Yaou Hu (Jinan University) and Hyun Jeong Jenny Kim (Washington State University)	Effects of customers' relationship propositions after a service failure
15	Chao Ling, Aarni Tuomi, Iis Tussyadiah and Jason Stienmetz (University of Surrey)	Factors influencing intention to use intelligent agents: A systematic review
16	Yue Yuan and Haiyan Kong (Shandong University)	The mechanism of the relationships between employee emotional intelligence, career competency and organizational citizenship behavior
17	Po-Chang Lin and Yun-Hsi Chang (Ming Dao University)	A study of exploring relationships among the internship satisfaction and retention intention with the intern's performance and reemploy intention for hospitality internship
18	Kate Inyoung Yoo (Kansai Gaidai University)	Is Japan ready for foreign workers?: Work experience and cross-cultural adjustment of foreign hotel workers in Japan
19	Rania El Haddad (Adnan Kassab School of Business)	Adoption of social media in fashion events
20	Fang Shu (Florida International University) and Sojung Lee (Iowa State University)	An integrative approach to identify consumer's decision-making process to use a food delivery App
21	Po-Chang Lin and Yun-Hsi Chang (Ming Dao University)	Exploring different kind of work stressors trigger suppression and promotion effect on employees' work passion in hospitality industries - with the leader's empathetic language as a moderator
22	Michael S. Lin and Amit Sharma (The Pennsylvania State University)	Understanding hotel technology innovation decision: The role of information ambiguity, manager domain knowledge, and decision uncertainty
23	Kullada Phetvaroon and Patthawee Insuwanoo (Prince of Songkla University)	Analysis of Phuket destination competitiveness: Accessing Chinese tourists' preferences by IPA approach
24	Jinhyun Jun, Eunha Jeong and Jewoo Kim (Iowa State University)	Value-related crisis management in restaurant industry

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POSTERS

PRESENTATION SCHEDULE

Day 2 - 23 May 2019

15:00 - 15:45 POSTER SESSION 2

Venue: SHTM 4/F Resource Centre

25	Jae-Eun Oh (The Hong Kong Polytechnic University) and Chris Shaw (LASALLE College of Art and Design)	Travelling to fantasy world: Use of animation content to sustain Korean theme park industry
26	Hong Hui, Fucheng Hu and Renjun Zhang (Chongqing University of Technology)	Study on the spatial scale mechanism of tourists' placeness impressions
27	Hyo Jeong Lee and Kyung Soo Han (Kyonggi University)	Form and role of dining space in residential space
28	Zhu-Qing Xia, Ji-Eun Min and Kyung-Soo Han (Kyonggi University)	Network text analysis in the research area of institutional foodservice
29	Linda Woo (The Hong Kong Polytechnic University) and Tiffany S. Legendre (University of Houston)	International expansion strategies of U.S. foodservice brands: A comparison of Asia Pacific and Europe markets
30	Tianyu Pan and Jinlin Zhao (Florida International University)	What Chinese cruise travelers want: An analysis of product preferences for international cruise companies
31	Swathi Ravichandran (Kent State University), Kristin Malek (University of Nebraska) and Barbara Atanga (Kent State University)	A content analysis of hotel sexual harassment policies
32	Wen-Qi Ruan, Yong-Quan Li, Shu-Ning Zhang (Huaqiao University) and Chih-Hsing Liu (National Kaohsiung University of Science and Technology)	Does work-family conflict weaken family travel intention?
33	Guo Zhong Ang and Huey Chern Boo (Singapore Institute of Technology)	Emergence of unconventional meeting venue - The site selection considerations and challenges
34	Klaes Eringa and Ran Zhang (NHL Stenden University of Applied Sciences)	Attractiveness of the hospitality industry
35	Namrata Jain and Godwin-Charles Ogbeide (Indiana University-Purdue University)	Medical Tourism: Motivation and need Analysis

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POSTERS

PRESENTATION SCHEDULE

Day 2 - 23 May 2019

15:00 - 15:45 POSTER SESSION 2

Venue: SHTM 4/F Resource Centre

36	David Williamson and Tingting Chen (Auckland University of Technology)	Linguistic labour: Language choice and stress in New Zealand hospitality service work
37	Honggang Xu and Qingfang Zhang (Sun Yat-sen University)	Reconsidering Chinese aesthetic experience in natural landscape tourism: The important role of tourists' literature knowledge
38	Myunghee Mindy Jeon (Salem State University)	Examining small lodging customers' online behaviors and moderating effects of age
39	Hartwig Bohne (SRH University of Applied Sciences Berlin / Campus Dresden)	Case study: Holistic tourism education and heritage management
40	Andreea Antonescu (Ningbo University)	Deconstructing the process of globalisation of tourism
41	Qingling Wang and Yun Wu (Nankai University)	The impact of Airbnb on the hotel industry in the sharing economy
42	Sheng-Fang Chou (Ming Chuan University), Jeou-Shyan Horng (JinWen University of Science and Technology) and Chih-Hsing Liu (National Kaohsiung University of Science and Technology)	Influence of the social responsibility, perceived quality and marketing mix on green restaurant consumer behavioural
43	Sumitra Somsuk, Nansom Hakun, Rawinan Churaman, Jenjira Insamran, Paweenut Boonlert, Wanamina Waehama (Prince of Songkla University)	Measuring continuing MICE professional student satisfaction
44	Suzanne Markham-Bagnera (Boston University) and Paul Bagdan (Johnson & Wales University)	Tipping in hospitality: The impact a cashless society has on employees

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POSTERS

PRESENTATION SCHEDULE

Day 3 - 24 May 2019

10:45 - 11:30 POSTER SESSION 3

Venue: SHTM 4/F Resource Centre

Poster Board	Authors	Title
1	Naoki Wakabayashi and Alfonso Ávila-Robinson (Kyoto University)	What are the next destinations of DMM research?: A bibliometric analysis of the field evolution between 2005-2016
2	Mariana De Freitas Coelho (Federal University of Viçosa) and Elizabeth Kyoko Wada (Universidade Anhembi Morumbi)	What are we missing? Destination marketing and hospitality of a local cultural destination in Brazil from stakeholder's perspective
3	YeyyonYi-Chi Chang, Pei-Chi Chiang, I-Ting Yu, Shu-Hsuan Lee and Wen-Hung Lin (TUNGHAI University)	Vicarious marketing: Effects of self-disclosure and credibility on reuse intention of internet celebrities' gourmet dining blogs
4	Fangfang Shi and Da Shi (Dongbei University of Finance and Economics)	Adapt to survive: Responses of five-star hotels in China to the anti-corruption campaign
5	Tsong-Zen Liu and Hsuan-Hui Wang (National Kaohsiung University of Hospitality and Tourism) and Tai-Yi Huang (University of North Texas)	The comparison of implementation SPOC and hybrid models on food and beverage management courses
6	Minji Kim, Hyelin Lina Kim (University of Nevada, Las Vegas) and Hyounae (Kelly) Min (California State Polytechnic University)	Understanding customer no-show behavior from construal level theory
7	Jeou Shayn Horng (Jinwen University of Science and Technology), Chang Yen Tsai (Ming Dao University), Chih Hsing Liu (National Kaohsiung University of Science and Technology), Sheng Fang Chou (Ming Chuan University) and Da Chian Hu (Jinwen University of Science and Technology)	An ESCAPE perspective in hospitality and tourism start-ups

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POSTERS

PRESENTATION SCHEDULE

Day 3 - 24 May 2019

10:45 - 11:30 POSTER SESSION 3

Venue: SHTM 4/F Resource Centre

8	Xuan Lorna Wang and Manuel Alector Ribeiro (University of Surrey), Jean-Pierre Van der Rest (Leiden University), Henri Kuokkanen (Institut Paul Bocuse), and Dogan Gursoy (Washington State University)	Keep searching: How source familiarity and search attitude mediate the relationship between hotel information search frequency and value-conscious search behavior
9	Kaede Sano (Wakayama University), Hiroki Sano (Ritsumeikan University) and Tatsuo Oi (Wakayama University)	Exploring international tourists' spatial behavior in Osaka
10	Eojina Kim (Virginia Tech), Xi Wang and Liang (Rebecca) Tang (Iowa State University)	Does hygiene score of a restaurant on review sites matter to customers?
11	Han Chen, Yvette Green (University of New Orleans) and Kim Williams (University of North Texas)	Perceived supervisor support and hospitality employees' emotional exhaustion: The role of job crafting and optimism
12	Yeon-ah Noh and Kyung-soo Han (Kyonggi University)	Concept of forming factors of placeness of convenience store as tourism product by using ZMET (Zaltman Metaphor elicitation Technique)
13	Soo Kang (Colostate State University) and Jaeseok Lee (Macau University)	Cannabis festival: Attendees' profile and festival motivation
14	Randy Roldan Lanozo (Joji Ilagan International School of Hotel and Tourism Management)	ASEAN Integration: A managements' challenge to resorts' HR department
15	Froiland Tabsing and Randy Roldan Lanozo (Joji Ilagan International School of Hotel and Tourism Management)	The impact of HRM practices on organizational performance of selected small hotels
16	Ronald Manzano (Trinity University of Asia)	Customer satisfaction and customer loyalty among visitors of selected theme parks: A framework for customer development program

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POSTERS

PRESENTATION SCHEDULE

Day 3 - 24 May 2019

10:45 - 11:30 POSTER SESSION 3

Venue: SHTM 4/F Resource Centre

17	Sheryl Kline and Jing Ma (University of Delaware), Haeil Park (Purdue University Fort Wayne), Jooho Kim (James Madison University) and Barbara Almanza (Purdue University)	Guest perception of hotel cleanliness and generational differences
18	Tsungpo (Bob) Tsai (National Chi Nan University) and Yi-Fan (Alex) Tung (National Ilan University)	Designing an effective mobile Augmented Reality Game for tourism destinations
19	Shiqin Zhang and Eric Chan (The Hong Kong Polytechnic University)	Influences of the greenway experience on visitors' pro-environmental behavioral antecedents: Based on a photo-elicitation technique
20	Wai Chi Cheang and Chark Chi Hang (University of Macau)	The effects of the difference between public rate and actual price in sharing lodging industry - a study from Shanghai Airbnb
21	Jocelyn Camalig, Rosan Olalia, Felix Casin and Lilibeth Aragon (Lyceum of the Philippines University Manila)	Event greening initiatives: A focus on the MICE industry in the Philippines
22	I Teng Lei and Mei Fung Tang (University of Macau)	How relationship norms affect travellers in service failure and transgression recovery in sharing economy
23	Eric Brown (Iowa State University), Nicholas Thomas (DePaul University) and Donald Schoffstall (Johnson & Wales University)	The role of public speaking training on self-confidence and career success
24	Jirapa Pradera Diez, Chachaya Yodsuwan, Gijsbert Van Walbeek and Pattapong Valuvanarak (Mae Fah Luang University)	Guidelines of accommodation business development in Chiang Rai for senior tourists
25	Ying Li Li and XueFeng (Zhong Nan University of Economics and Law)	Research on the construction path and marketing effect of literary and creative arts on tourist attractions
26	Hema Kesa and Gifty Koufie (University of Johannesburg)	How social media influences consumer's restaurant choices: A case in Johannesburg

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POSTERS PRESENTATION SCHEDULE

Day 3 - 24 May 2019

10:45 - 11:30 POSTER SESSION 3

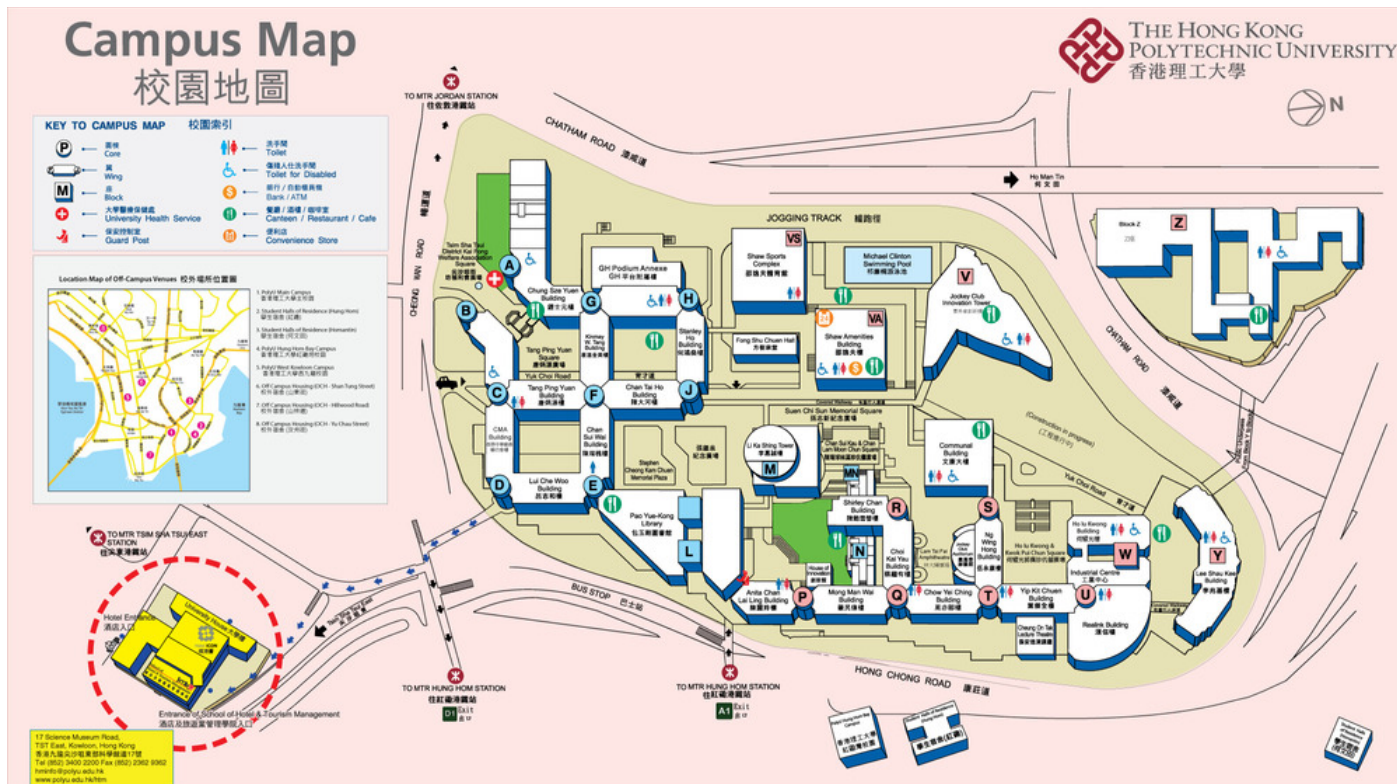
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27	Andy Heyes (Independent Researcher), Anna Farmaki and Prokopis Christou (all from Cyprus University of Technology) and Elena Spanou (Larnaca College)	Airbnb plus and beyond: tapping into the luxury market
28	Hyejo Shin and Miyoung Jeong (University of South Carolina)	Technology experience: Measurement development and validation
29	Zilmiyah Kamble (James Cook University Singapore)	Tourism contested spaces in the post-war regions of Sri Lanka
30	Sayanon Sahunan, Niracha Singthongbun (Dusit Thani College) and Krit Witthawassamrankul (Kasem Bundit University)	Factors influencing organizational commitment in hotel accountants, Pattaya City, Chonburi Province, Thailand
31	Hanyoung Go, Myunghwa Kang (University of Nebraska-Lincoln) and SeungBeum Chris Suh (Korea Institute of Science & Technology)	Machine learning of robots in hospitality and tourism: Artificial intelligent and technology acceptance model (iTAM).
32	Jia Sun (City University of Macau), Erin Hui-Wen Shih (The Hong Kong Polytechnic University Hong Kong), Po-Ju Chen (Northern Arizona University) and Ting Ting Zhang (University of Central Florida)	Place attachment of stimulus-organism-response paradigm on to service escape
33	Yeon Jung Kang and Tiffany Legendre (University of Houston)	The effect of purchase motivation and consumption setting on restaurant brand choice: Consumption values theory perspectives
34	Willie Tao, Kyong Sik Sung and Kiyun Shafieizadeh (Oklahoma State University)	Exploring tourists' perceptions of native American food
35	Wei Tao (Florida International University)	Chinese consumers' attitudes toward Artificial Intelligence (AI)-based products and services in hospitality industry
36	Maxine Jeune Maog, Ana Beatrice Frago and Edieser Dela Santa (University of the Philippines Diliman)	International package tour and inclusive development: Preliminary evidence from a supply chain analysis of Korean group travel to Cebu, Philippines
37	Anna Beatriz Cautela Trzská de Gouvêa, Elizabeth Kyoko Wada and Cesar Augusto Biancolino (Universidade Anhembí Morumbi)	The role of hospitality in the adaption of expatriates

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MAPS

The Hong Kong Polytechnic University

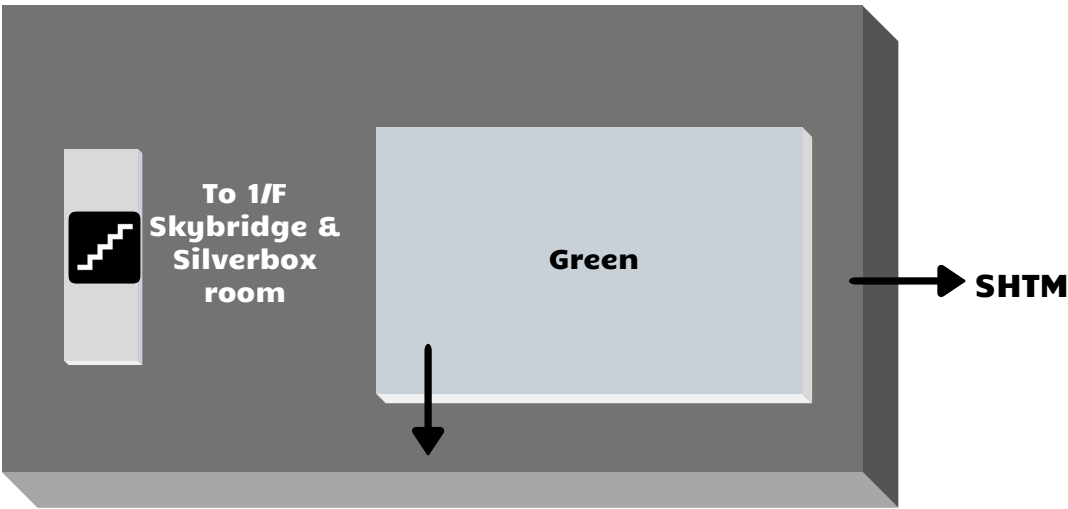


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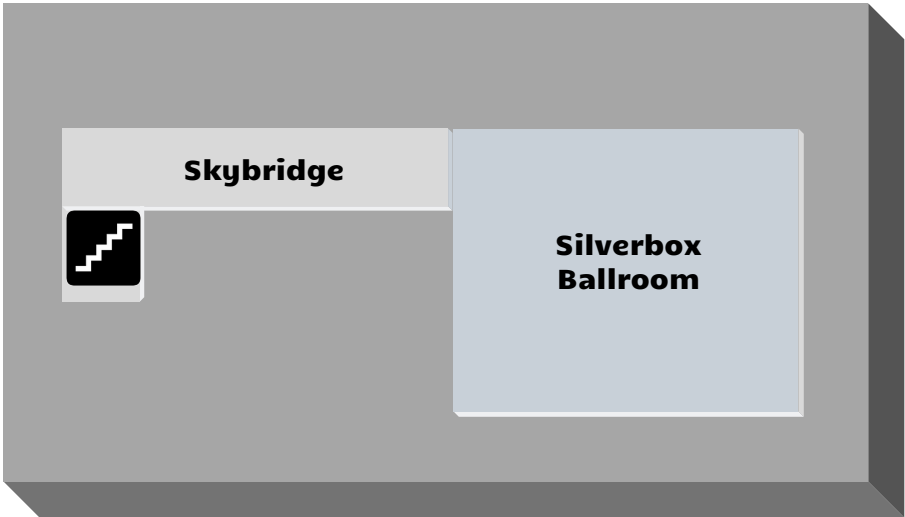
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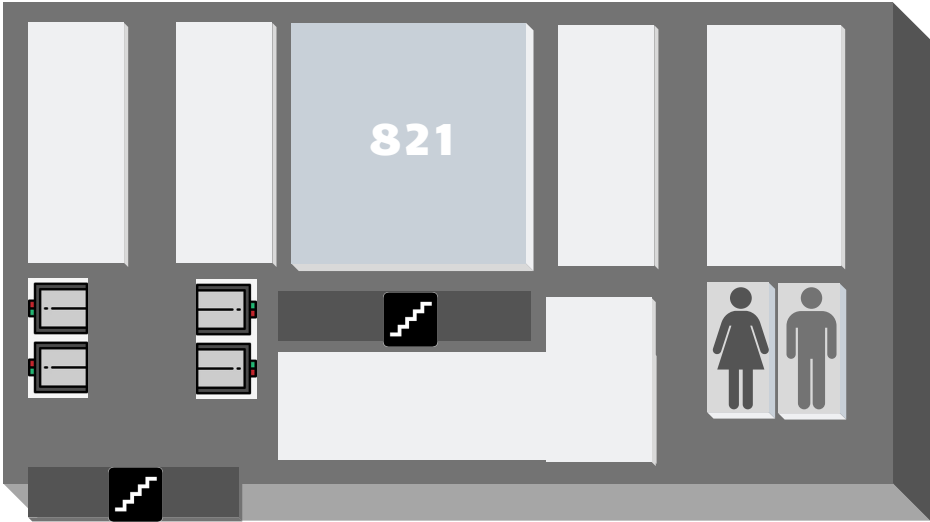


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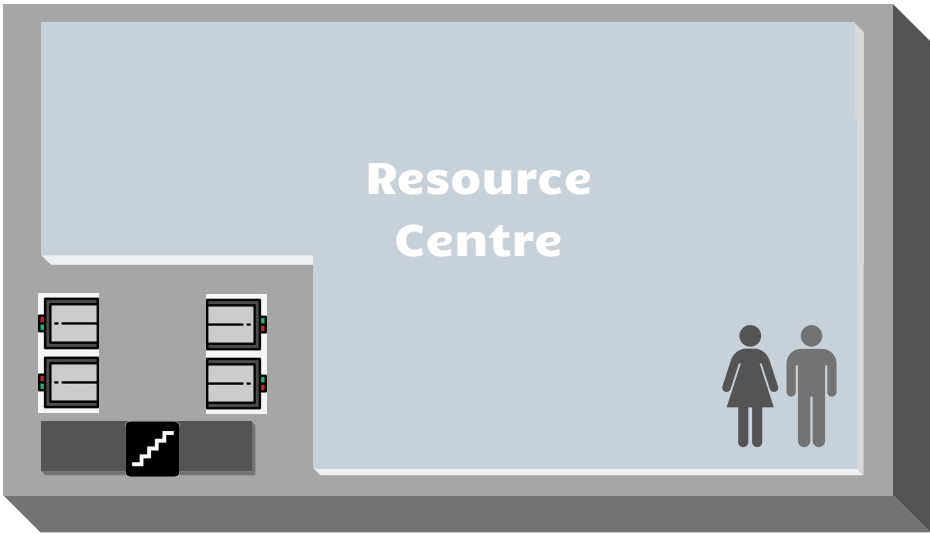
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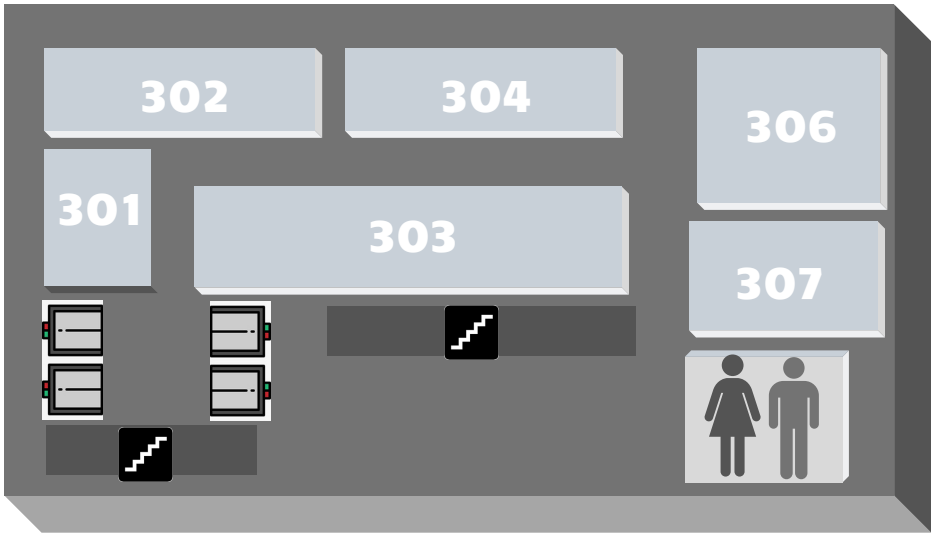
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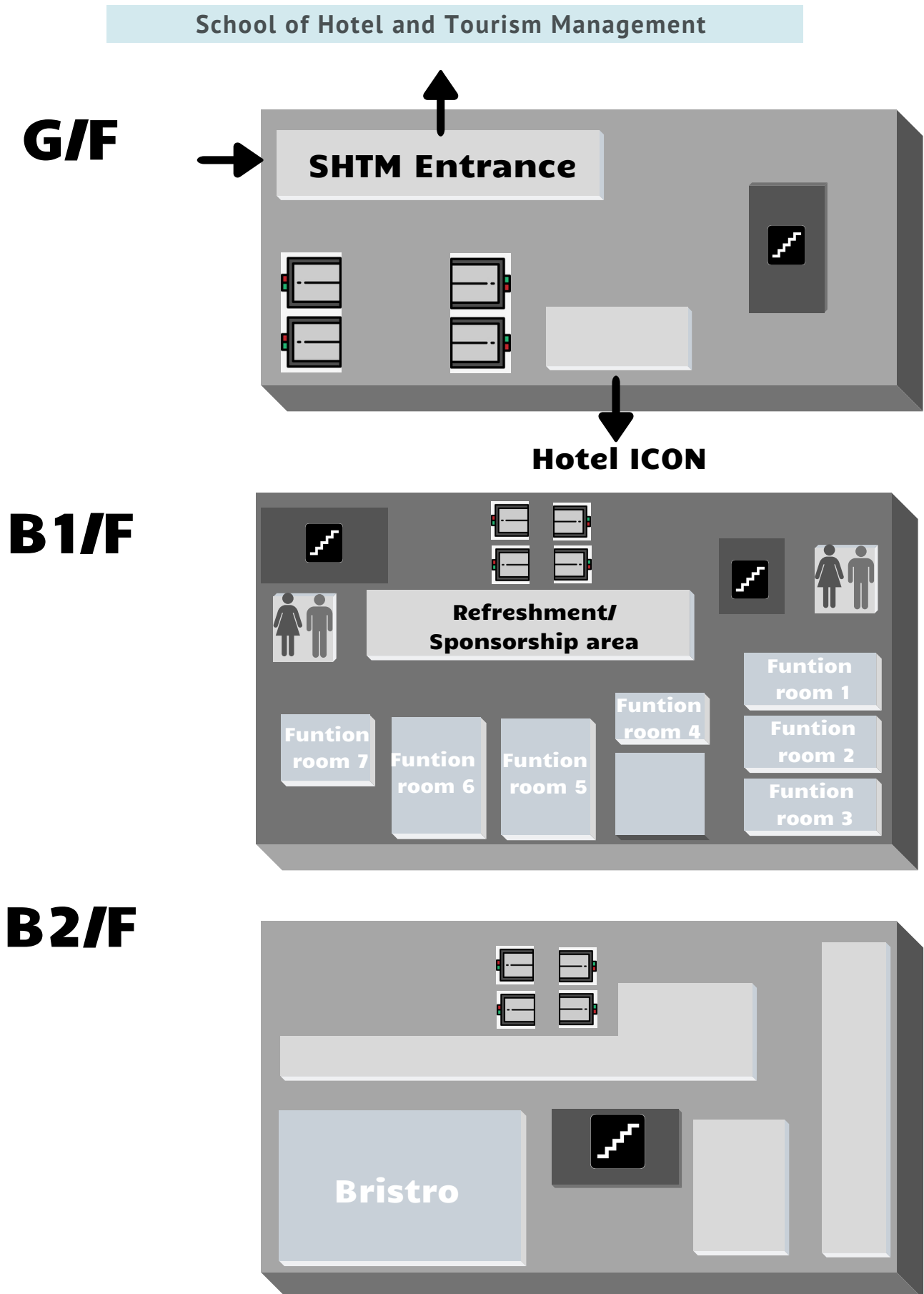


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FLOOR PLANS



96 POST-CONFERENCE TOURS



Deluxe Hong Kong Island

This classic tour includes riding the Peak Tram to visit Victoria Peak, follow by entering Sky Terrace 428 - the highest viewing platform in Hong Kong. Then, tour will visit Aberdeen Fishing Village (old Hong Kong) and you may choose to ride the sampan to explore the fishing village in details.



New Territories Heritage Tour

One such clan is the Tang and the Ping Shan Heritage Trail takes you on a journey in a historical part of Hong Kong that has been populated by them since the late Yuan dynasty. Taking in historic sites around the New Territories, the tour brings to life the customs and cultures of these clans and provides a fascinating glimpse of Hong Kong's rich heritage.



360 Lantau Explorer Tour

Tour begins with a visit to Old Clock Tower. Afterwards, join us to nature on this tour in going to Tung Chun to ride the Ngong Ping 360 cable car, visit the Largest outdoor seated Buddha statue in Hong Kong, and follow by a vegetarian lunch at famous Po Lin Monastery. After lunch, tour will explore Tai O, a quaint fishing village where the houses are on stilts (a boat ride around the Stilts House is included to experience the "Venice of The East").



Hong Kong Culture Experience

The tour will visit the Old Clock Tower and Tsim Sha Tsui Promenade. After that, you will take the star ferry to the Hong Kong island and ride the Hong Kong Observation Wheel. A rickshaw style open top bus has been arranged to take you thru central and arrive at Tai Kwun. After Tai Kwun, we will travel to Wan Chai by Tram ("Ding Ding") ride. Arriving Wanchai, the tour will bring you to Tai Yuen Street Market and Double Happiness Street.

97 POST-CONFERENCE TOURS



Highlight of The Night

Tour will begin by going to Hong Kong Observation Wheel (Sky), a visit to Temple Street (Land). Finish the day off by having a gourmet international buffet and enjoy the view of Victoria Harbour on Bauhinia Harbour Cruise (Sea).



"A Symphony of Lights" Victoria Harbour Dinner Cruise

One such clan is the Tang and the Ping Shan Heritage Trail takes you on a journey in a historical part of Hong Kong that has been populated by them since the late Yuan dynasty. Taking in historic sites around the New Territories, the tour brings to life the customs and cultures of these clans and provides a fascinating glimpse of Hong Kong's rich heritage.



Macau World Heritage Excursion Tour

The tour starts with bringing you to the must-go attraction in Macau - Ruins of St. Paul's Roman Catholic Church. Experience Macau's history through visiting World Heritage Sites including Na Tcha Temple, St. Dominic's Church, Senado Square.

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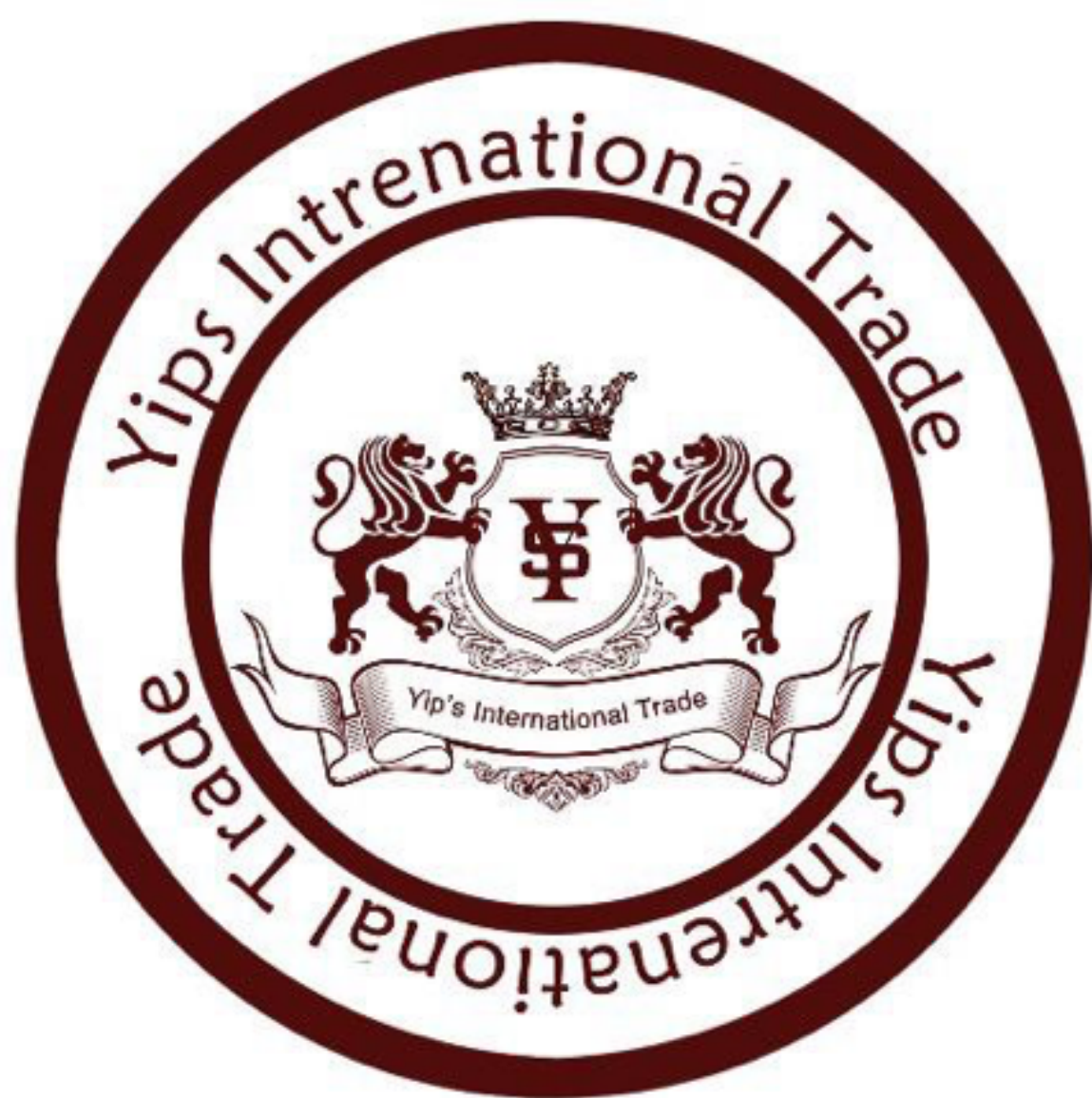
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China Gingko Education Group Company Limited is the parent company of Yinxing Hospitality Management College, and in January of 2019 was listed on the Stock Exchange of Hong Kong (Stock Code: 1851.HK).

Founded in cooperation with Chengdu University of Information Technology (CUIT), Yinxing Hospitality Management College (*Yinxing*, <http://www.yxhmc.edu.cn/>) has been playing a leading role in hospitality management field among independent higher education institutes in China. Currently, *Yinxing* hosts more than 10,000 students on its beautiful Chengdu Campus. The new Yibin Campus will accommodate a variety of training programs and be complimented by three world-class training hotels which are under construction.

The undergraduate program in Hotel Management, offered by the Department of Hotel Management of *Yinxing*, was recognized as a "Six-Star Program" in *CUAA's Report of Universities in China* in 2017. This represents the highest honor for independent higher education institutes. Centered on this Six-Star Program, the other seven departments of *Yinxing* have been interweaving their curricula with a hospitality context.



Due to the renowned teaching and research achievements of its faculty members, *Yinxing* was invited by the Provincial Department of Culture and Tourism of Sichuan Province to conduct research in the development of star rated hotels in Sichuan for its well-recognized *Annual Report on Hospitality Development*.

Yinxing's commitment is to combine rigorous class preparation, complimented by practical training in order to equip its students as ethical, highly skilled professionals and entrepreneurs for the hospitality industry. *Yinxing* has been closely collaborating with internationally preeminent hospitality programs and leading hotel groups to ensure the success of the *Yinxing* graduates who are recognized for their vitality and endurance.

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