

## EuroCHRIE 2024 Conference Programme

### Monday, 4th of November (Pre-conference Day)

Time	Location	Event
08:00 - 09:00	ARIU	Registration and Morning Tea
09:00 - 13:00	Room 105	Early-Career & PhD Workshop: "Real talk. The road from PhD to Professor" <i>by Dai-In Danny Han</i>
09:00 - 13:00	Conference Room	EuroCHRIE Board Meeting
<b>13:00- 14:00</b>	<b>ARIU Social Area</b>	<b>Lunch</b>
14:00- 17:00	Room 410	STR Workshop <i>by Steve Hood</i>
14:00- 17:00	Room 501	PhD & Early Career Academics Workshop "Getting your research in front of different audiences: Identifying your audience and presenting your research that provides impact" <i>by Anthony Brien</i>
14:00- 17:00	Conference Room	EuroCHRIE Board Meeting
16:00 - 19:00	Conference Room	Research Marathon by JHTR
<b>18:00 -21:00</b>	<b>Katara Cultural Village</b>	<b>Deans and Directors Dinner (by invitation only)</b>

**Tuesday, 5th of November - Day 1**

Time	Location	Event
08:00 - 08:30	City Centre Rotana Hotel	Departure from City Centre Rotana Hotel to Qatar National Museum

**09:00 – 10:00 Qatar National Museum Opening Ceremony and Keynote Session**

10:15	Qatar National Museum	Departure from Qatar National Museum to ARIU
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**10:30- 11:00 Coffee Break at ARIU**

Room 307	Session-1A: Concurrent Sessions / Session Chair: Ksenia Kirillova
	Interpretable Forecasting of Booking Cancellations with Stacked Generalization <i>Ismael Gómez-Talal, Mana Azizoltani</i>
	À la Carte Challenges: A Coopetitive Business and Society-Centric Learning Strategy for Solving Critical Problems <i>Adriana F. Chim-Miki, Fevzi Okumus, Rui Augusto da Costa, Mehmet Altin</i>
	Integration of Smart Sparrow in Teaching Strategic Management Courses <i>Fevzi Okumus, Burcin Turkkan, Mehmet Altin</i>

Room 503	Session-1B: Concurrent Sessions 1B/ Session Chair: Sandra Janković
11:00 - 12:30	The Art of Discomfort: Why our actions are not in accordance with our sustainable beliefs <i>Willy Legrand, Rosemarie Delgado-Krebs</i>
	Rethinking Mega-Tourism Development in the Face of Climate Change in the GCC <i>Manuela Gutberlet</i>
	Stronger Together: A case study of a joint industry/higher hospitality education student project to raise water-scarcity awareness <i>Rachel Germanier</i>

Room 302	Session-1C: Concurrent Sessions 1C / Session Chair: Athanasia (Nansy) Kouroupi
11:00 - 12:30	Cracking the conversion rate: Machine learning insights for maximum performance <i>Cindy Yoonjung Heo, Piero Luchi, Luis Nobre Pereira, Luciano Viverit, Daniele Contessi</i>
	AI in Restaurant Business: a Challenge for Science and Practice in Serbia <i>Aleksandar Bozic, Milos Zrnic</i>
	A balancing act - developing a digital leadership strategy between digital and analogue worlds in the tourism and hotel industry <i>Marco Adelmo Gardini</i>

Auditorium	Workshop 1
	Transform Your Teaching: Enhance Facilitation Skills with Proven CHE Techniques and Strategies <i>Yamel Henriksen</i> AHLEI, United States of America

**12:30 - 13:30 ARIU Social Area Lunch**

Room 304	Session-2A: Concurrent Sessions / Session Chair: Tiffany S. Legendre
13:30 - 15:00	Transforming Hospitality and Tourism Education: A pragmatic Approach. <i>Nour-Eddine CHIADMI</i>
	How do I teach a graduate course of global issues in the hospitality and tourism industry <i>Jinlin Zhao</i>
	Autoethnographic Journeys Through a Fulbright Experience in Vietnam <i>Eric Olson</i>

13:30 - 15:00	Bridging the Gap: Leveraging the Hospitality Learners Model (HLM) to Connect Students with Industry Needs in a Digital & AI-Driven Era <i>Alison Green</i>
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Room 501	Session-2B: Concurrent Sessions / Session Chair: Henri Kuokkanen
13:30 - 15:00	Regenerative Hospitality: The Case of Rural Lebanon <i>Alessandro Inversini, Salma N. Talhouk, Alain Daou</i>
	Sustainable Luxury Hotel Development: Exploring Initiatives in the Qatar Hotel Industry <i>Nazia Ali, Alison Maton</i>
	Post-COVID-19 Effects on Dutch Hotel Industry: the Role of Competence and Relatedness on Staff Retention <i>Sofjia Norenko, Emmah Muchoki, Vanessa de Oliveira Menezes, René Rijnders</i>

**Room 302 Session-2C: Concurrent Sessions / Session Chair: H.Kader Şanlıöz-Özgen**

13:30 - 15:00

From resistance to acceptance: the mediating role of performance and effort expectancy in service robot adoption by hospitality workers  
*Jeou-Shyan Horng, Yao-Chin Wang, Chih-Hsing Liu, Sheng-Fang Chou, Tai-Yi Yu, Yung-Chuan Huang, Da-Chain Hu*

A Study of Employee Attitudes Towards AI, its Effect on Sustainable Development Goals and Non-Financial Performance in Independent Hotels  
*Maria Jesus Jerez Jerez*

Service robots with extended AI knowledge: Factors impacting the intention to use  
*Reza Etemad-Sajadi, Valentina Clergue, Cindy Heo*

**Auditorium Workshop 2**

Silver Economy and Hospitality 4 Good  
*Xuan Lorna Wang, Dai-In Danny Han, Thorsten Merkle, Paola Ossola, Nancy Swanger, Tracy Xu*

15:00 - 15:30

ARIU Reception and Social Area

Coffee Break

Room 304

**Session-3A: Concurrent Sessions/ Session Chair: Alain Daou**

Female migration, emotional labour and the hospitality industry in Qatar \*Nominated for Best Paper  
*Gulbahar Abdallah*

Paradise for Everyone? Exploring HR Solutions for Local and Expatriate Workers in Isolated Environment Through a Case Study of the Maldives.  
*Kristina Nikishova, Rachel Germanier*

A partnership between industry and university to promote "Social Sustainability": The Case of the South Beach Food & Wine Festival (SOBEWFF) in Florida, USA  
*Jinlin Zhao*

15:30 - 16:45

Room 501

**Session-3B: Concurrent Sessions / Session Chair: Daniela Wagner**

Business Model Innovation and Sustainability of French Hospitality SMEs: The Mediating Role of Effectuation  
*Nathalie Sarrouy-Watkins, Ababacar Mbengue*

Moving the Goal Posts: What Can Hospitality Management Learn from Indigenous Worldviews?  
*Henri Kuokkanen, Ksenia Kirillova*

Green Tourism: Behavioral Segments of Sustainable Tourists and Their Attractivity as Target Segments \*Nominated for Best Paper  
*Matthias Fuchs, Valentina Clergue*

Room 302

**Session-3C: Concurrent Sessions / Session Chair: Henrik Scander**

Building Bridges in Traditional Tourism: Harnessing the Power of Metaverse and AI for Economic Innovation and Technological Integration.  
*Nansy Kouroupi, Theodore Metaxas, Dimitrios Diamantis*

Conceptualising Eudaemonic XR Food Experiences to foster consumer wellbeing  
*Dai-In Danny Han, M. Claudia tom Dieck, Alexandra Taylor*

Talent management strategies and practices in the age of digital transformation: Building bridges to successful hospitality organisations in the UK, Greece, and Hong Kong.  
*Aliaksei Kichuk, Tracy Hui, Michalis Kourtidis*

Auditorium

**Workshop 2**

(Lego) Serious Play? An innovative teaching method for creating a shared understanding of abstract concepts  
*Kimberley van der Heijden, Jose Sanchez Lozano*

18:30 - 19:30

Raffles Hotel

First-time Attendees Reception

19:30 - 21:00

Raffles Hotel

Welcome Reception

Wednesday, 6th of November - Day 2		
Time	Location	Event
08:00 - 09:00	Rotana Hotel	Registration
09:00 - 10:00	Rotana Hotel, Almas Ballroom	Keynote Presentation
10:00 - 11:00	ARIU Reception and Social Area	Arrival at ARIU and Coffee Break
11:00 - 12:30	<b>Room 304</b>	<b>Session-4A: Concurrent Sessions / Session Chair: Klara Morvay Karakas</b> Gender Distribution of Job Titles in the Hospitality Industry: a Scattertext Analysis <i>Amy Kitchiner, Mădălina Elena Ursache, Evelien Vlijm, Clint Wolfs, Martijn Zoet</i>  Harmony in Hospitality: Do Leaders Need a Degree in Psychology to Master Multiculturalism? <i>Solomiya Gladka, Annick Darioly</i>  Coping with uncertainty, ambiguity and risk – a crucial future competence in entrepreneurship education <i>Anita Zehrer, Gundula Glowka, Desiree Wieser, Christine Pirhofer (Hybrid)</i>
	<b>Room 503</b>	<b>Session-4B: Concurrent Sessions / Session Chair: Rachel Germanier</b>  Understanding “Unsustainability” Dynamics in the Tourism Industry through Bibliometric Analysis <i>Tugba Sen Kupeli, Ipek Kalemci Tuzun, Mehmet Ergul Colin Johnson</i>  Applying Activation Theory to fear-appeal video design to understand the influence of arousal on ascribed responsibility and pro-environmental intentions of vacationers to coral reef destinations *Nominated for Best Paper <i>Courtney Suess, Omar Youssef</i>  The Broken Golden Egg of the Galápagos: Mistrust and short sightedness in the UNESCO World Heritage Site <i>Peter Varga, Andrea Andrea Muñoz-Barriga</i>
	<b>Room 302</b>	<b>Session-4C: Concurrent Sessions / Session Chair: Claire Jollain</b>  Promoting Sustainable Tourism Practices in Uganda: A Case Study of Tour Companies' Strategies to Mitigate Greenhouse Gas Emissions in Tourist Transportation <i>Provia Kesande, Dean Agaba, Atzero Milburga, Celestine Katongole</i>  Empowering Smartworkers in the Hospitality Environment through Gamified Digital Twins <i>Lidia Aguiar-Castillo, Yamel Henriksen, Rafael Perez-Jimenz</i>  Facial Masculinity and Global Strategy: The Impact of CEO Traits and Corporate Governance on Hospitality Firms' Internationalization <i>Khoa D.B. Tang, Hyoung Ju Song</i>
	<b>Room 403</b>	<b>Workshop 1</b> JHTR - Editorial Board Meeting <i>Jean-Pierre van der Rest, Peter B Kim, Li Miao</i>
	<b>Auditorium</b>	<b>Workshop 1</b> coCreationcamp Learning Design in Hospitality Education, Doha <i>Alok Nandj, Henri Kuokkanen, Dai-In Danny Han</i>
12:30 – 13:30	<b>ARIU Reception</b>	<b>Poster Presentations</b>  Namaste!” Like a local - Demonstration of cross-cultural adaptation by foreign travel vloggers in India: Exploring the emotional solidarity of the natives through online interactions <i>Aiwa Romy, Anjusha P P</i>  The impact of perceived organizational support on employees' risk-taking behavior: The moderating role of AI anxiety <i>Li Ding</i>  Best Practices in Food Waste Management - How to Involve Guests? <i>Klara Morvay Karakas</i>  Stacking the bricks of Thriving: A LEGO® SERIOUS PLAY® investigation of thriving at work in hospitality <i>Anita Manfreda, Anastasia Kulichyova, Amanda Ting</i>  What is the real cost of hospitality businesses' employee turnover? <i>Anthony Brien, Scott Richardson, Ioanna Karanikola, Shelagh Mooney</i>  Building Bridges in International Education: Teaching Sustainable Tourism Development in Greenland and the USA <i>Tracy Michaud</i>  How job insecurity affects new and veteran employees differently: the crucial role of supportive leadership <i>Mahlagha Darvish</i>

12:30 – 13:30

Developing Integrated Concepts of New Service Innovation During Pandemic Recovery: An Integrative Analysis from a Professional Standpoint  
*Chih-Hsing Liu, Jeou-Shyan Horng, Sheng-Fang Chou, Tai-Yi Yu, Yung-Chuan Huang, Yen-Po Fang, I-An Wang, Ho Tran Vu*

Discovery the mutual relationship on how to development intellectual capital with cross professional perspective  
*Yung-Chuan Huang, Jeou-Shyan Horng, Chih-Hsing Liu, Sheng-Fang Chou, Tai-Yi Yu, Yen-Po Fang, Jun-You Lin*

Information Pit Stop: Leveraging Microlearning for Quick & Impactful Hospitality Training  
*Shams Uz Zaman, Ivan Ninov*

Impact of Internships in Higher Tourism Education on Tourism and Hospitality Graduates Career Paths  
*Daniela Wagner*

12:30 – 13:30

ARIU Reception  
and Social Area

Lunch

**Room 304** Session-5A: Concurrent Sessions / Chair: Xuan Lorna Wang

Assessing The Reliability And Validity Of Knowledge, Attitude, And Practice (Kap) Assessments On Covid-19 Transmission Knowledge And Preventive Measures Among Ecotourism Operators  
*Hazmal Ismail, Mohd Arifin Kaderi, Norafiza Zainuddin, Nurulwahida Saad*

Customer and Manager Perspectives of High-tech and High-touch for Personalisation in Hotels  
*H.Kader Şanlıöz-Özgen, Alisha Ali*

Using Socio-Cognitive Mindfulness to Enhance the Hotel Guest Experience  
*Valentina Clergue, Yasemin Oruc*

**Room 501** Session-5B: Concurrent Sessions / Session Chair: Eid K Alotaibi

Effects of Perceived Benefit, Perceived Risk and Trust on Cloud Kitchen Customers' Behavior Intention  
*Yevvon Yi-Chi Chang, Eyvonne Ee Wen You, Hsin-Ning Kuo, Tzu-Ting Chen, Wun-Ting Lo*

12:30 - 13:30

An Advanced Restaurant Classification Framework from a Taxonomical Perspective  
*H.G. Parsa, Barry Shuster, Milos Bujisic, David Corsun, Jean Peirre van der Rest*

**Room 302** Session-5C: Concurrent Sessions / Session Chair: Cindy Yoonjoung Heo

The ROI of hotel human capital investment: What's that about... never heard of it!  
*Anthony Brien, Mohini Vidwans*

Upgrading restaurant business: the barriers and success factors from restaurant entrepreneurs' point of view  
*Sini Kauhanen, Henna Konu*

**Room 403** Workshop 6

(Lego) Serious Play? An innovative teaching method for creating a shared understanding of abstract concepts  
*Kimberley van der Heijden, Jose Sanchez Lozano*

**Auditorium** Workshop 5 Continued

coCreationcamp Learning Design in Hospitality Education, Doha  
*Alok Nandi, Henri Kuokkanen, Dai-In Danny Han*

15:00 - 15:30

ARIU Reception  
and Social Area

Coffee Break

**Room 304** Session-6A: Concurrent Sessions/ Session Chair: Ralf Burbach

15:30 – 16:45

Interdisciplinary Collaborative Learning: Case of Hotel Management and Interior Architecture-Environmental Design Undergraduate Programs  
*Zeynep Ceylanlı, H.Kader Şanlıöz-Özgen*

Group Lifestyle Mobilities: Understanding Chinese Senior Long-stay Tourists in Rural Destinations  
*Huan Huang, Scott Cohen, Jiaying Lyu*

Understanding Traveler Behaviour on E-Scooter Usage for City Tour Experience: Does Environmental Moral Obligation Matter?  
*Muhammad Aliff Asyraff*

**Room 501 Session-6B: Concurrent Sessions / Session Chair: Kimberley van der Heijden**

Co-Creating The Tourist's Experience With A French Touch: The Fragonard Paris Case  
*Nour-Eddine Chiadmi*

Dimension of perception and behaviour of hotel-based wellness and spa travellers: Application of Stimulus-Organism-Response model  
*Nur Adilah Md Zain*

Pilot study on applicable recommendations for restaurant professionals – Exploring Swedish wines paired with Swedish sturgeon caviar  
*Henrik Scander, Sarah Forsberg, Mihaela Mihnea,*

15:30 – 16:45

Does overtourism go along with hospitality?  
*Sasa Zupan Korze*

**Room 302 Session-6C: Concurrent Sessions / Session Chair: H.G. Parsa**

Decoding Generation Z For Enhanced Hospitality Education: Insights From Two Swiss Hospitality Schools  
*Claire Jollain*

Big Data and Blockchain synergy in Digital Transformative Tourism Education  
*Mayssa Ahmed Ben Belgacem, Aaisha Sulaiman AL Shuaili*

The Effectiveness of Decision Making in the Educational Sector: "Benchmarking of Strategic Management of Colleges in Oman and UK".  
*Jalal Hassan Zeaiter, Najla Al Sheidi*

**Auditorium Workshop 7**

Why employment is the perennial hospitality problem: Overcoming enrollment and attraction challenges roundtable  
*Melissa Baker, Tiffany Legendre*

19:00 - 20:00	FBQ Museum	Tour of Sheikh Faisal Bin Qassim Al Thani Museum
20:00 - 22:00	Al Samriya Hotel	Dinner

**Thursday, 7th of November - Day 3**

Time	Location	Event
08:00 - 09:00	ARIU	Registration
09:00 - 10:00	Auditorium	Keynote Presentation & Panel Discussion
10:00 - 10:30	ARIU Reception and Social Area	Coffee Break
10:30 - 11:30	Auditorium	General Assembly Meeting & EuroCHRIE Connect
11:30 - 12:30	Room 410	STR Breakout

Time	Location	Event
12:30 - 13:30	ARIU Reception	<p><b>Poster Presentations</b></p> <p>What does the hospitality and tourism industry's commitment to sustainability mean for students' career path choices? <i>Jan Halberg Madsen, Lars Falk</i></p> <p>The implications of artificial intelligence in South Africa's tourism industry <i>Apleni, Lwazi</i></p> <p>Effects of Work Family Conflict, Mental Health, and Work Engagement, Mediated by Emotional Exhaustion and Moderated by Role Overload <i>Huang, Ya-Lin; Chu, Kay Heilin; Liu, Chih-Hsing; Wang, I-An</i></p> <p>Analysis of Perceived Value of Hotel Loyalty Programs <i>Jill Plumer, Alison Green</i></p> <p>Dark sky friendly hotels as an example of sustainable tourism <i>Anna Dłuzewska</i></p> <p>Online Travel Community Members' Motivation for Value Co-Creation: Scale Development and Validation <i>Xiaoyi Xu, Lorna {Xuan} Wang, Bora Kim</i></p> <p>Dynamic capability as a critical criterion for innovation transformation of restaurants in the postpandemic period: Developing a novel model with the DEMATEL <i>Sheng-Fang Chou, Jeou-Shyan Horng, Chih-Hsing Liu, Tai-Yi Yu, Yung-Chuan Huang, Quoc Phong La</i></p> <p>Service Unbundling, Nudging, and Environmentalism <i>Tiffany S. Legendre, Wei Wei, Seonjeong {Ally} Lee, Yue Vaughan</i></p> <p>The Inclusion of Disadvantaged Groups as Workforce in Service Sectors: A Systematic Literature Review <i>Yi-Chung Yang, Bora Kim, Shi {Tracy} Xu</i></p> <p>"Yanhuo Chi" (烟火气) and Tourism Experiences: An Everyday Aesthetics Perspective <i>Jingjing Hu, Li Miao, Ting Jiang, Chunlin Chen</i></p> <p>Examining the Impact of Emotional Intelligence on Tour Guides Task Performance <i>Al-okaily, Nour Salah</i></p>

**12:30 - 13:30 ARIU Reception and Social Area Lunch**

Time	Location	Event
12:30 - 13:30	Room 304	<p><b>Session-7A: Concurrent Sessions / Session Chair: Manuela Gutberlet</b></p> <p>The Impact of Crisis On Purchasing Habits in Muscat: A Case of COVID-19 <i>Fatima Khalil Al Farsi</i></p> <p>The Influence of Tour Guides Communication Competences and Service Quality on Inbound Tourists Experience, Satisfaction, and Revisit Intention <i>Dawood Al Jahwari</i></p> <p>The Economic Effects of Covid-19 on the Hospitality Industry <i>Isabella Blengini, Cindy Heo, Augusto Hasman</i></p>
	Room 501	<p><b>Session-7B: Concurrent Sessions / Session Chair: Florian Aubke</b></p> <p>Development and sustainability of senior tourism market in China: The policy perspective <i>Jiaying Lyu, Xueyu Wang, Daisy Fan</i></p> <p>Restaurant Revenue Performance: Introducing Segment-Based and Industry-Specific CompSets Using Key Performance Indicators <i>H.G. Parsa, Scott Smith, Badraoui Badr, Tim Webb, Milos Bujisic</i></p>
	Room 302	<p><b>Session-7C: Concurrent Sessions / Session Chair: Maria Jesus Jerez Jerez</b></p> <p>An Empirical Study of the Outcomes of Luxury Hotel Personalization - Utilizing Structural Equation Modeling and Machine Learning (SEM-ML) for Explanation and Prediction</p>

*Dennis Baloglu, Seyhmus Baloglu*

Exploring the dynamic pattern: A Comparative Time Series Analysis of Key Performance Indicators in the Hotel Industries of Doha, Dubai, and London

*Chiranjeeva Atapattu, Nishanthi Abeynayake, Anthony Mulholland*

An investigation of the Impact of Digital Transformation on Customer satisfaction and Loyalty in Hospitality Industry

*Eid K Alotaibi*

12:30 - 13:30

**Auditorium Workshop 8**

Applying Innovative Events Industry Practices in the Classroom  
Sharifa Wilkinson

15:00 - 16:00

**Auditorium Afternoon Tea & Conference Wrap-up**

19:00 - 23:30

**Rotana Hotel, Gala Dinner, Awards Ceremony & Conference Handover  
Almas Ballroom**

### Dress Code

Monday 4th November – Dean and Director’s Dinner (by invitation): Smart casual

Tuesday 5th November – First Time Attendee Reception and Welcome Reception: Smart casual

Wednesday 6th November – Tour of Sheikh Faisal’s Museum: Smart Casual

Thursday 7th November – Gala Dinner: Business Attire/ Black Tie