



EuroCHRIE 2024 Conference Programme

Monday, 4th of November (Pre-conference Day)				
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Time	Location	Event		
08:00 - 09:00	ARIU	Registration and Morning Tea		
		Early-Career & PhD Workshop: "Real talk. The road from PhD		
09:00 - 13:00	Room 105	to Professor"		
		by Dai-In Danny Han		
09:00 - 13:00	Conference Room	EuroCHRIE Board Meeting		
09.00 - 13.00	comerence room			
13:00- 14:00	ARIU Social Area	Lunch		
14:00- 17:00	Room 410	STR Workshop by Steve Hood		
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"		
		by Anthony Brien		
14:00- 17:00	Conference Room	EuroCHRIE Board Meeting		
16:00 - 19:00	Conference Room	Research Marathon by JHTR		
18:00 -21-00	Katara Cultural Village	Deans and Directors Dinner (by invitation only)		





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Nour-Eddine CHIADMI			Transforming Hospitality and Tourism Education: A pragmatic Approach			
How do I teach a graduate course of global issues in the hospitality and tourism industry			How do I teach a graduate course of global issues in the hospitality and tourism industry			

How do I teach a graduate course of global issues in the hospitality and tourism industry Jinlin Zhao Autoethnographic Journeys Through a Fulbright Experience in Vietnam Eric Olson 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 Alison Green Room 501 Session-2B: Concurrent Sessions / Session Chair: Henri Kuokkanen Regenerative Hospitality: The Case of Rural Lebanon Alessandro Inversini, Salma N. Talhouk, Alain Daou Sustainable Luxury Hotel Development: Exploring Initiatives in the Qatar Hotel Industry Nazia Ali, Alison Maton

Post-COVID-19 Effects on Dutch Hotel Industry: the Role of Competence and Relatedness on Staff Retention *Sofiia Norenko, Emmah Muchoki, Vanessa de Oliveira Menezes, René Rijnders*





	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 <i>Maria Jesus Jerez Jerez</i>			
		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			
	ARIU Reception				
15:00 - 15:30	and Social Area Room 304	Coffee Break 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. <i>Kristina Nikishova, Rachel Germanier</i>			
		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			
	Room 501	Session-3B: Concurrent Sessions / Session Chair: Daniela Wagner			
15:30 – 16:45		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			

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

Raffles Hotel 18:30 - 19:30 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				
	Room 304	Session-4A: Concurrent Sessions / Session Chair: Klara Morvay Karakas			
	KUUIII 304	Gender Distribution of Job Titles in the Hospitality Industry: a Scattertext Analysis			
		Amy Kitchiner, Mădălina Elena Ursache, Evelien Vlijm, Clint Wolfs, Martijn Zoet			
		Harmony in Hospitality: Do Leaders Need a Degree in Psychology to Master Multiculturalism? Solomiya Gladka, Annick Darioly			
		Coping with uncertainty, ambiguity and risk – a crucial future competence in entrepreneurship education Anita Zehrer, Gundula Glowka, Desiree Wieser, Christine Pirhofer (Hybrid)			
11:00 - 12:30	Room 503	Session-4B: Concurrent Sessions / Session Chair: Rachel Germanier			
11.00 12.30		Understanding "Unsustainability" Dynamics in the Tourism Industry through Bibliometric Analysis Tugba Sen Kupeli, Ipek Kalemci Tuzun, Mehmet Ergul Colin Johnson			
		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 Peter Varga, Andrea Andrea Muñoz-Barriga			
	Room 302	Session-4C: Concurrent Sessions / Session Chair: Claire Jollain			
		Promoting Sustainable Tourism Practices in Uganda: A Case Study of Tour Companies' Strategies to Mitigate Greenhouse Gas Emissions in Tourist Transportation Provia Kesande, Dean Agaba, Atcero Milburga, Celestine Katongole			
		Empowering Smartworkers in the Hospitality Environment through Gamified Digital Twins Lidia Aguiar-Castillo, Yamel Henriksen, Rafael Perez-Jimenz			
		Facial Masculinity and Global Strategy: The Impact of CEO Traits and Corporate Governance on Hospitality Firms' Internationalization Khoa D.B. Tang, Hyoung Ju Song			
	Room 403	Workshop 1			
		JHTR - Editorial Board Meeting Jean-Pierre van der Rest, Peter B Kim, Li Miao			
	Auditorium	Workshop 1			
		coCreationcamp Learning Design in Hospitality Education, Doha Alok Nandi, Henri Kuokkanen, Dai-In Danny Han			
	ARIU Reception	Poster Presentations			
		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			

The impact of perceived organizational support on employees' risk-taking behavior: The moderating role of AI anxiety *Li Ding*

Best Practices in Food Waste Management - How to Involve Guests? *Klara Morvay Karakas*

Aiwa Romy, Anjusha P P

Stacking the bricks of Thriving: A LEGO[®] SERIOUS PLAY[®] investigation of thriving at work in hospitality *Anita Manfreda, Anastasia Kulichyova, Amanda Ting*

What is the real cost of hospitality businesses' employee turnover? Anthony Brien, Scott Richardson, Ioanna Karanikola, Shelagh Mooney

Building Bridges in International Education: Teaching Sustainable Tourism Development in Greenland and the USA *Tracy Michaud*

How job insecurity affects new and veteran employees differently: the crucial role of supportive leadership *Mahlagha Darvish*

12:30 - 13:30



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 <i>Hazmal Ismail, Mohd Arifin Kaderi, Norafiza Zainuddin, Nurulwahida Saad</i> Customer and Manager Perspectives of High-tech and High-touch for Personalisation in Hotels <i>H.Kader Şanlıöz-Özgen, Alisha Ali</i> Using Socio-Cognitive Mindfulness to Enhance the Hotel Guest Experience <i>Valentina Clergue, Yasemin Oruc</i>
	Room 501	Session-5B: Concurrent Sessions / Session Chair: Eid K Alotaibi
12:30 - 13:30		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 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 Room 304	Coffee Break Session-6A: Concurrent Sessions/ Session Chair: Ralf Burbach
		Interdisciplinary Collaborative Learning: Case of Hotel Management and Interior Architecture-Environmental Design Undergraduate Programs Zeynep Ceylanlı, H.Kader Şanlıöz-Özgen
15:30 – 16:45		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 20:00 - 22:00	FBQ Museum Al Samriya Hotel	Tour of Sheikh Faisal Bin Qassim Al Thani Museum 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	Coffee Break			
	and Social Area				
10.20 11.20	A condition with one				
10:30 - 11:30	Auditorium	General Assembly Meeting & EuroCHRIE Connect			
		Connect			
11:30 - 12:30	Room 410	STR Breakout			
11.50 12.50					
	ARIU Reception	Poster Presentations			
		What does the hospitality and tourism industry's commitment to sustainability mean for students' career path choices?			
		Jan Halberg Madsen, Lars Falk			
		The implications of artificial intelligence in South Africa's tourism industry			
		Apleni, Lwazi			
		Effects of Work Family Conflict, Mental Health, and Work Engagement, Mediated by Emotional Exhaustion and Moderated by Role Overload			
12:30 - 13:30		Huang, Ya-Lin; Chu, Kay Heilin; Liu, Chih-Hsing; Wang, I-An			
		Analysis of Perceived Value of Hotel Loyalty Programs			
		Jill Plumer, Alison Green			
		Dark sky friendly hotels as an example of sustainable tourism			
		Anna <i>Dłuzewska</i>			
		Online Travel Community Members' Motivation for Value Co-Creation: Scale Development and Validation			
		Xiaoyi Xu, Lorna {Xuan} Wang, Bora Kim			
		Dynamic capability as a critical criterion for innovation transformation of restaurants in the postpandemic period: Developing a novel model			
		with the DEMATEL			
		Sheng-Fang Chou, Jeou-Shyan Horng, Chih-Hsing Liu, Tai-Yi Yu, Yung-Chuan Huang, Quoc Phong La			
		Service Unbundling, Nudging, and Environmentalism			
		Tiffany S. Legendre, Wei Wei, Seonjeong {Ally} Lee, Yue Vaughan			
		The Inclusion of Disadvantaged Crowns on Workforce in Comice Sectors: A Systematic Literature Deview			
		The Inclusion of Disadvantaged Groups as Workforce in Service Sectors: A Systematic Literature Review			
		Yi-Chung Yang, Bora Kim, Shi {Tracy} Xu			
		"Yanhuo Chi" (烟火气) and Tourism Experiences: An Everyday Aesthetics Perspective			
		Jingjing Hu, Li Miao, Ting Jiang, Chunlin Chen			
		Examining the Impact of Emotional Intelligence on Tour Guides Task Performance			
		Al-okaily, Nour Salah			
	ARIU Reception	Lunch			
12:30 - 13:30	and Social Area				
	Room 304	Session-7A: Concurrent Sessions / Session Chair: Manuela Gutberlet			
		The Impact of Crisis On Purchasing Habits in Muscat: A Case of COVID-19			

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

Euro CHRIE		Day 3: Thursday 7 th November	AL RAYYAN INTERNATIONAL UNIVERSITY COLLEGE المريان الجامعية الحولية
		Dennis Baloglu, Seyhmus Baloglu	
12:30 - 13:30		Exploring the dynamic pattern: A Comparative Time Series Analysis of Key Performance Indicators in the Hotel Industrie London <i>Chiranjeewa Atapattu, Nishanthi Abeynayake, Anthony Mulholland</i> An investigation of the Impact of Digital Transformation on Customer satisfaction and Loyalty in Hospitality Industry <i>Eid K Alotaibi</i>	es of Doha, Dubai, and
	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, Almas Ballroom	Gala Dinner, Awards Ceremony & Conference Handover	

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