

# EuroCHRIE Dubai 2014 Conference

## Conference Paper / Poster Schedule (Tuesday 7<sup>th</sup> October 2014)

All <u>Poster</u> Presentations will be held at the Foyer area of the Jumeirah Beach Hotel Conference Centre							
<b>12pm – 1.30pm</b>	Rethinking field trip experiences as <i>Bildung</i> : an exploratory study of students' travel diaries during a field trip in Surinam <b>Inge Hermann, Krina Huisman &amp; Kim Meijer</b>	Advancing Tourism Study Abroad through Gagné's 9 Events of Instruction: A Case Study <b>Knut Scherhag &amp; Robert Frash</b>	Relevance of Facilities Management in Hospitality Management Education <b>Joy Goopio</b>	One University's approach to reducing the number of cases of unintentional plagiarism in the University <b>Stephanie M. Jameson</b>	Encouraging cross-industry innovation: Taking students from different backgrounds and with cognitive distance on a journey in a multiple disciplinary project to create a value adding design for tourists based on GIS technology (work in progress) <b>Christa Barkel</b>	Millennial Students' Perception of Teaching, Learning and the Hospitality Industry in: Nigeria an Emerging Market <b>Lauretta Togonu-Bickersteth</b>	VeggiEAT – increasing vegetable consumption through foodservice. <b>Heather Hartwell, Armando Perez-Cueto, Erminio Monteleone, Agnes Giboreau, Laure Saulais, Laurence Depezay, David Morizet, Caterina Dinella, Ann Hemingway, Ann Bevan, Katherine Appleton &amp; Laurits Rohden Skov</b>

	All <u>Paper</u> Presentations will be held at The Emirates Academy of Hospitality Management							
	Classroom 1	Classroom 2	Classroom 3	Classroom 4	Classroom 5	Classroom 6	Lecture Theatre 1	Lecture Theatre 2
Theme	Education	Education	Sectoral	Sectoral	Product Type	Product Type	<b>EuroCHRIE Career Academy</b>  <b>Charting the Future: Hospitality and Tourism Education in Africa</b>  <b>[Facilitated by Trevor Ward, Marianne Jordan, Deborah Johnson, Henrietta Onwuegbuzie &amp; Birgitte Jørgensen]</b>	<b>Tourism and Hospitality Education Futures and Accreditation</b>  <b>[Facilitated by Pauline Tang, CEO, THE-ICE and Stuart Jauncey, Dean, EAHM]</b>
Moderator	Camila Baunvig Elgaard	Ioanna Karanikola	Ivan Ninov	Paul Aspinall	Anthony Brien	Rai Shacklock		
2pm – 3.30pm	*The Employer Perspective of Sustainability: Implications for Hospitality Education <b>Alisha Ali, Hilary Murphy &amp; Sanjay Nadkarni</b> <i>[Nominated for IOH Best Paper Award]</i>	Transfer of knowledge as a source of innovation for tourism education. Assessing an International Tourism case study <b>Susan Moulding &amp; Federica Montaguti</b>	Slowing Down into Future Travel Consumption: Conceptualizing the Slow Tourism Process <b>Haemoon Oh &amp; Albert Assaf</b>	Implementation of a food safety system based in HACCP <b>R. Carvalho, Liz Martins, &amp; Ada Rocha</b>	Competitive Benchmarking International Jazz Festival Destinations: The Six Alpha Competitiveness Criteria <b>Jukka Laitamaki</b>	Destination Loyalty and Destination Fatigue: Factors of Destination Image and Destination Attraction <b>Pedro Moreira &amp; Christina Iao</b>		
	Best Practices in Teaching Business Ethics Online: A Proposed Survey of Hospitality Students in the U.S. <b>Christina Dimitriou</b>	Ghanaian Hospitality Industry Education and Employability: Emerging Trends <b>Adiza Sadik, Kevin Nield &amp; Alisha Ali</b>	Social CRM with Offline Digital Communities and Localization Systems: the Case of Cruises <b>Lidia Aguiar, Rafael Perez-Jimenez, Daniel Celis, Jose Rabadan &amp; Julio Rufo</b>	Impact of organized tourist animation on hotel competitiveness and destination attractiveness-A case study of Istria region <b>Tamara Floričić</b>	Next Generation Hotel In-Room Guest Experiences <b>Anna de Visser-Amundson &amp; Eveline Sijbrandij</b>	Measuring Cognitive Indices of Tourist Satisfaction for Internal Destination Performance Evaluation in an Exploring Tourist Destination <b>Toney Thomas</b>		
	Educational Excellence in Hospitality and Tourism Career and Technical Courses: The state of Texas (USA) looks to the future. <b>Lynda Martin</b>	Preliminary Results of a Pilot Study About Information Sources Used by Students Regarding the Hospitality and Tourism Industry <b>Cynthia Deale, Barbara White &amp; Robert O'Halloran</b>	The Impact of Service and Food Quality on Dining Experience for Healthy Food Diners <b>SangHoon Kang &amp; Peter Kim</b>	The Maturity Structure of Corporate Debt in the Lodging Industry: Exploring the Impact of Timeshare on the Debt Maturity Decisions <b>Kwanglim Seo</b>	The Restorative Power of Forests: The Tree House Hotel Phenomena in Germany <b>Philip Sloan, Willy Legrand &amp; Sonja Kinski</b>	Factors Influencing the Perceived Impacts of Medical Tourism on Resident Quality of Life <b>Courtney Raeisinafchi &amp; Sehymus Balolgu</b>		
	A Cross-cultural Study of Hospitality Students' Perceptions of Responsible Beverage-alcohol Consumption <b>Thomas Leib, Imran</b>	Criteria for Active Reasoning on Externships: The Long-Term Effectiveness of Guiding Students to Critical Thought	Input-Output as an analytical tool for hotels: the case of a business hotel in Spain <b>Casiano Manrique-de-Lara-Peñate &amp;</b>	Children's mid-morning snacks quality and their influence on food consumption at school lunch <b>A. Santos, Liz Martins &amp;</b>	What is not to be done if you are young: the power of cultures and media influences <b>Feng Yi Huang</b>	Analysis of Consumer Patronage and Willingness to Pay at Different Levels of Service Attributes in Restaurants: A Study from Kenya		

	<b>Rahman, Susan Fournier &amp; Dennis Reynolds</b>	<b>William Thibodeaux, George Kaslow &amp; Amelie Zeringue</b>	<b>Raimundo Viejo</b>	<b>Ada Rocha</b>		<b>Joyce Njoroge, Rahul Parsa, H.G. Parsa &amp; Jean Pierre van der Rest</b>		
<b>3.30pm – 4pm</b>	<b>Coffee &amp; Tea Break in the EAHM Courtyard</b>							
	<b>Classroom 1</b>	<b>Classroom 2</b>	<b>Classroom 3</b>	<b>Classroom 4</b>	<b>Classroom 5</b>	<b>Classroom 6</b>	<b>Lecture Theatre 1</b>	<b>Lecture Theatre 2</b>
<b>Theme</b>	<b>Education</b>	<b>Education</b>	<b>Sectoral</b>	<b>Sectoral</b>	<b>Product Type</b>	<b>Sectoral</b>	<b>Sectoral</b>	<b>Part-time Faculty Round Table</b>  <b>[Facilitated by Susan Fournier, Elizabeth Ineson &amp; Lea Dopson]</b>
<b>Moderator</b>	Ankie Hoefnagels	Brenda Groen	Steven Rhoden	Stefan Hartman	Timothy Jung	Amany Hassan	Michael Farrell	
<b>4pm – 5.30pm</b>	Hospitality Management Bachelor's dissertations: How 'academic' should the 'vocational' be? <b>Clare Hindley</b>	Approaches to Hospitality Entrepreneurship Education in the Future: Traditional or Effectual? <b>Kevin Walker, Besim Agusaj &amp; Milena Kuznin</b>	An Investigation into Determinants that Drive Product Innovation in Foodservice Equipment Manufacturer <b>Alisha Ali &amp; John Sharkey</b>	Designed for Future: A Qualitative Analysis of Management-intended Brand Associations of a 'New Wave' Hotel <b>Pasi Tuominen</b>	Favela Tourism: a new niche to be developed by Brazil <b>Vanessa Menezes</b>	Gastronomic Tourism in San Francisco Bay Area <b>Alissa Folendorf, Colin Johnson &amp; Mehmet Ergul</b>	Traditional Customer Service in the GCC: The Ailing Gap in Hospitality <b>Thouraya Labben &amp; Damian Riviez</b>	
	The changing student profile at Service, Hospitality and Tourism Management Programme in Denmark <b>Anna Hammershøj</b>	How will Tourism and Hospitality Education have to change in 5, 10 and 15 years' time for the global citizen student? <b>Zabin Visram &amp; Ingrid Kanuga</b>	The Influence of a Service Culture on Positive Guest Experience and Customer Loyalty in Luxury Hotels in the Middle East <b>Beverley Wilson-Wünsch &amp; Laura Plattes</b>	Modeling International Tourism Demand for Turkey Using A Dynamic Panel Data <b>Tarik Dogru, Ercan Sirakaya-Turk &amp; Muzaffer Uysal</b>	Ecotourism in Oman: strategies for local development for an emerging tourism destination-the case of Al-Elya. <b>Angelo Battaglia &amp; Badar Said Al Dhuhli</b>	Restaurant Franchises and Globalization: A glimpse into the future <b>Mahmood Khan &amp; Maryam Khan</b>	Customer Perceptions of Green Practices at Starbucks Coffee House <b>Kevin Murphy &amp; Roberta Atzori</b>	
	A framework exploring the impact of student engagement on knowledge (value) co-creation in higher education <b>Wai Mun Lim &amp; Austin Liang</b>	Leadership Qualities of Successful Inexperienced Leaders in the Hospitality Industry <b>Ajay Kapur</b>	The Future of Theme Parks in the UAE: A General Managers' Perspective <b>Nirvana Govender &amp; Ivan Ninov</b>	Exploring Dubai's attractiveness to Chinese tourists: A content analysis of visitors reviews on websites <b>Danqing Liu &amp; Randall Upchurch</b>	Critical Service Performance Assessment of Medical Tourism Using Importance-Performance Analysis – A Case Study of Kerala <b>Sindhu Joseph</b>	Sustainable tourism future(s): the role of scenario planning <b>Albert Postma &amp; Elena Cavagnaro</b>	What is More Important Food, Service or Ambiance? An Analysis of Operational Attributes from Serbian Restaurants <b>Verka Jovanovic, Milos Bujisic, H.G. Parsa &amp; Jean Pierre van der Rest</b>	
					Tourists' perspectives on communist heritage as tourism attractions <b>Denis Tolkach &amp; Wantanee Suntikul</b>	*The Role of Knowledge Exposure and Supreme Wine Attributes in Genetically Modified Wine Consumption <b>Lu Lu, Imran Rahman &amp; Christina Chi</b> [Nominated for IOH Best Paper Award]		

# EuroCHRIE Dubai 2014 Conference

## Conference Paper / Poster Schedule (Wednesday 8<sup>th</sup> October 2014)

All <u>Poster</u> Presentations will be held at the Foyer area of the Jumeirah Beach Hotel Conference Centre								
<b>12.30pm – 2:00pm</b>	Entrepreneurs' Academic Ties: An Explorative Study of Seven Economy Hotel Chain Founders in China <b>Zhaoping Liu, Cathy Hsu &amp; Songshan Huang</b>	Determining Future Development Scenarios and Tourism Products through Tourism Carrying Capacity Assessment for the Tourist Resort of the 'Polis Chrysochous', Cyprus <b>Alexis Saveriades &amp; Melinda Kuthy</b>	Branding Future Boutique Hotels <b>Lara Ozarslan &amp; Ning-Kuang Chuang</b>	Destination Management: Learning from Dubai and Charleston <b>David Desplaces</b>	Why Do People Go to Spas? An Analysis of Benefits Sought by Spa Goers <b>Ahmad Al Hallaq &amp; Ivan Ninov</b>	Virtual Tourism Based on Virtual Vision and Induction Technology <b>Pengfei Y., Ying Z. &amp; Xiuying G.</b>	Japanese Food Industries Expand to Foreign Markets—Possibility of Co-operation with Increasing Popularity of the Japanese Restaurants <b>Miki Michihata</b>	Exploring How MOOCs Might Be Effectively Used in Hospitality and Tourism Education <b>Cynthia Deale</b>

All <u>Paper</u> Presentations will be held at The Emirates Academy of Hospitality Management								
	Classroom 1	Classroom 2	Classroom 3	Classroom 4	Classroom 5	Classroom 6	Lecture Theatre 1	Lecture Theatre 2
Theme	Technological	Functional	Functional	Futures	Futures	Futures	Futures	Methods of Qualitative Data Analysis [Facilitated by Elizabeth Ineson]
Moderator	Wai Mun Lim	Christina Dimitriou	Jan Willem Meijerhof	Pauline Tang	Toney Thomas	Courtney S. Raeisinaf	Elena Cavagnaro	
<b>2.30pm – 4.00pm</b>	Indoor Emergency Management System Based on Internet of Things Technologies, Applied to Hospitality and Leisure Facilities <b>Perez-Jiminez, R. Rodriguez, N. Aguiar, L. Celis, D. Rufo, J. &amp; Solana, E.</b>	A Research on the Model Construction for Performance Evaluation Applied to Tourism Industry <b>Min Wei</b>	Drivers of IT Spend in Hotels: Tools to Refine IT Expenditures <b>Inès Blal &amp; Hilary Murphy</b>	Hotel Workplace Bullying in Taiwan <b>Matthew Yap, Susan Horner, Monica Hsu &amp; Candy Tang</b>	Deconstructing the Guest Experience: What Employee Behaviours drive Customer Delight? <b>Daphne M. Dekker, Xander Lub, Jenny Tanilon &amp; Brenda Groen</b>	Evaluation of plate waste at public primary school canteens <b>Lages, S., Margarida L. Martins &amp; Ada Rocha</b>	Tourism for All: People with Disabilities (PwD) in tourism industry- A conceptual framework and preliminary study <b>Weng Hang Kong &amp; Kim Ieng Loi</b>	
	Usage Patterns of Mobile Travel Applications in Egypt, Current Status and Future Implications <b>Amany Beshay &amp; Nermin Morsy</b>	<i>What drives extra-role customer service behavior? – the interactive effect of self-efficacy and psychological safety climate</i> <b>Steffen Raub</b>	Assessing the Benefits and Barriers of ISO 9001:2008 in Hospitality industry "Study of Managers Expectations' and Perceptions" <b>Maher Fouad &amp; Michael Magdy</b>	Incivility in a civilized environment: New perspectives from the hotel industry <b>Edwin Torres &amp; Mathilda Van Niekerk</b>	A Chinese Customer or a 30-year old Business Man? A Hotel Managers' Perspective on Managing Intercultural Service Encounters <b>Ankie Hoefnagels &amp; Josee Bloemer</b>	Staying Duration Influenced the Destination Image and Intercultural Sensitivity-the Case of Overseas Internship Students <b>Huei-Ju Chen</b>	Managing Multisensory Hospitality, Tourism and Experience Spaces of the Future <b>Pasi Tuominen &amp; Vesa Heikkinen</b>	
	*Acceptance of GPS-based Augmented Reality Tourism Applications <b>Timothy Jung, M. Claudia Leue &amp; Mincheol Kim</b> [Nominated for IOH Best Paper Award]	Connecting on a higher level: CSR as a driver of Ideological Contracts and Employee Engagement <b>Ekaterina Pushkarskaya &amp; Xander Lub</b>	<i>The Property Management System: an operational perspective</i> <b>Inès Blal &amp; Hilary Murphy</b>	Expected Climate Change Impacts on Bulgarian Tourism <b>Maria Vodenska</b>	Sustainability in the European Hotel Industry: Towards a Strategic Orientation <b>Demian Hodari, Michael Sturman &amp; Samrah AlShawi</b>	A Preliminary Discussion of the Strategic Challenges Confronting the 5 Star Hotel Industry on the Run Up to EXPO2020 <b>Angela Anthonisz &amp; Tim Heap</b>	Using binding communication to promote conservation among hotel guests <b>Lohyd Terrier, Benedicte Marfaing &amp; Peter Varga</b>	
<b>4.00pm – 4.30pm</b>		The future of Big Data and its impact on unit level hotel operations <b>Natalie Haynes &amp; David Egan</b>	Psychological Empowerment and job satisfaction in the Hotel Industry: A Study on Egyptian Employees in KSA Hotels <b>Mohamed Mohsen</b>	Sustainability in the Global Hotel Industry: The value of Reporting <b>Maria K. Kapardis, Andreas Varnavas, Christina Neophytidou, George Ioannou &amp; Achilleas Tyrimos</b>	Resource-based Dependency and Cooperation in the Network of Small Service Companies: A Case Study within a Tourism Network <b>Markku Haapakoski</b>	Using a Decision Tree for Customer Churn Prediction at a Hotel-Casino Property <b>Eunju Suh &amp; Matt Alhaery</b>	The Role of Islamic Religiosity in Predicting Muslims' Behavioural Intention of Choosing a Travel Destination: An Application of Theory of Planned Behaviour <b>Dawood Al Jahwari, Hilmi Atadil &amp; Ercan Sirakaya-Turk</b>	
	Coffee & Tea Break in the EAHM Courtyard							

	Classroom 1	Classroom 2	Classroom 3	Classroom 4	Classroom 5	Classroom 6	Lecture Theatre 1	Lecture Theatre 2
Theme	Technological	Functional	Functional	Futures	Futures	Futures	Futures	<div>A Vision for New Systems to Drive Continuous Performance</div> <div>[Facilitated by Mathew Boice, Vice President, Ellucian]</div>
Moderator	Kim Meijer	Pedro Moreira	Colin Johnson	Michael Ferrell	Bob O'Halloran	Angela Anthonisz	Seyyed Amin	
4.30pm – 5.30pm	From brand awareness to brand interest: a new measurement suggestion based on online search queries. Application to luxury hotel brands. <i>Samad Laaroussi</i>	An Investigation of Information Channel Management and Monitoring by Swiss Hotels <i>Hilary Murphy, Meng-Mei Chen &amp; Mathieu Cossutta</i>	Managing Revenue during the Arab Spring: Experiences from the Hotel Industry <i>Morgane Bedu &amp; Henri Kuokkanen</i>	New Service Development: Structured model and development management in hospitality industry <i>Markus Häyhtiö</i>	Does internal reality impact external image? The sad but true story of hotel employees who do not consider their organisations a good place to work <i>Anthony Brien &amp; Nicholas Thomas</i>	The Key Factors of Relationship Quality between Tour Operators and SME Hotels <i>Paraskevi Fountoulaki, M. Claudia Leue &amp; Timothy Jung</i>	Influence of satisfaction with school lunch on plate waste in fourth-grade children <i>Figuera, J., Liz Martins &amp; Ada Rocha</i>	
	Dominant Stressors of Expatriate General Managers in 5 Star Hotels in Dubai, U.A.E. <i>Mieray Arotine &amp; Ioanna Karanikola</i>	Progress and Development of Hotel Revenue Management: A Comparative Content Analysis <i>Stan Josephi, Florian Aubke &amp; Marc Stierand</i>	Understanding Talent Management in Hospitality: Developing the conceptual framework <i>Aliaksei Kichuk, Susan Horner &amp; Adele Ladkin</i>	An analysis of the online organic food purchasing behaviors based on TPB model <i>Austin R. D. Liang &amp; Wai Mun</i>	Hospitable behavior as perceived by guests from a social media perspective <i>Milou Los, Xander Lub &amp; Daphne Dekker</i>	Legacy planning of mega events: the organic growth strategy of Amsterdam as a sustainable development model? <i>Stefan Hartman &amp; Tjeerd Zandberg</i>	Suka Duka and Sustainability: A Study on the Organizational and Sociocultural Factors that Influence a Sustainable Project Initiative in Luxury Hotels in Bali, Indonesia <i>Annina Binder &amp; Peter Varga</i>	
		A Study of Waiting Lines on Fast Food Restaurant Operations <i>ChenFeng Kuo, Donald Gotcher &amp; ShaoJen Weng</i>		Exploring Cultural Perceptions of a Tourism Destination <i>Yi-Chin Lin</i>	Images of Hospitality - a students' view <i>Brenda Groen</i>	Impacts of Workplace Relationships on Employees' Perceptions of Productive Work Environment in hotels <i>Osman A. El-Said &amp; Mohammad A. Shaaban</i>	Wind Tunnelling Qatar's 2030 Tourism Strategy <i>Jeroen Oskam &amp; Graciëlla Karijomedjo</i>	
5.30pm – 6.30pm	EuroCHRIE AGM							