

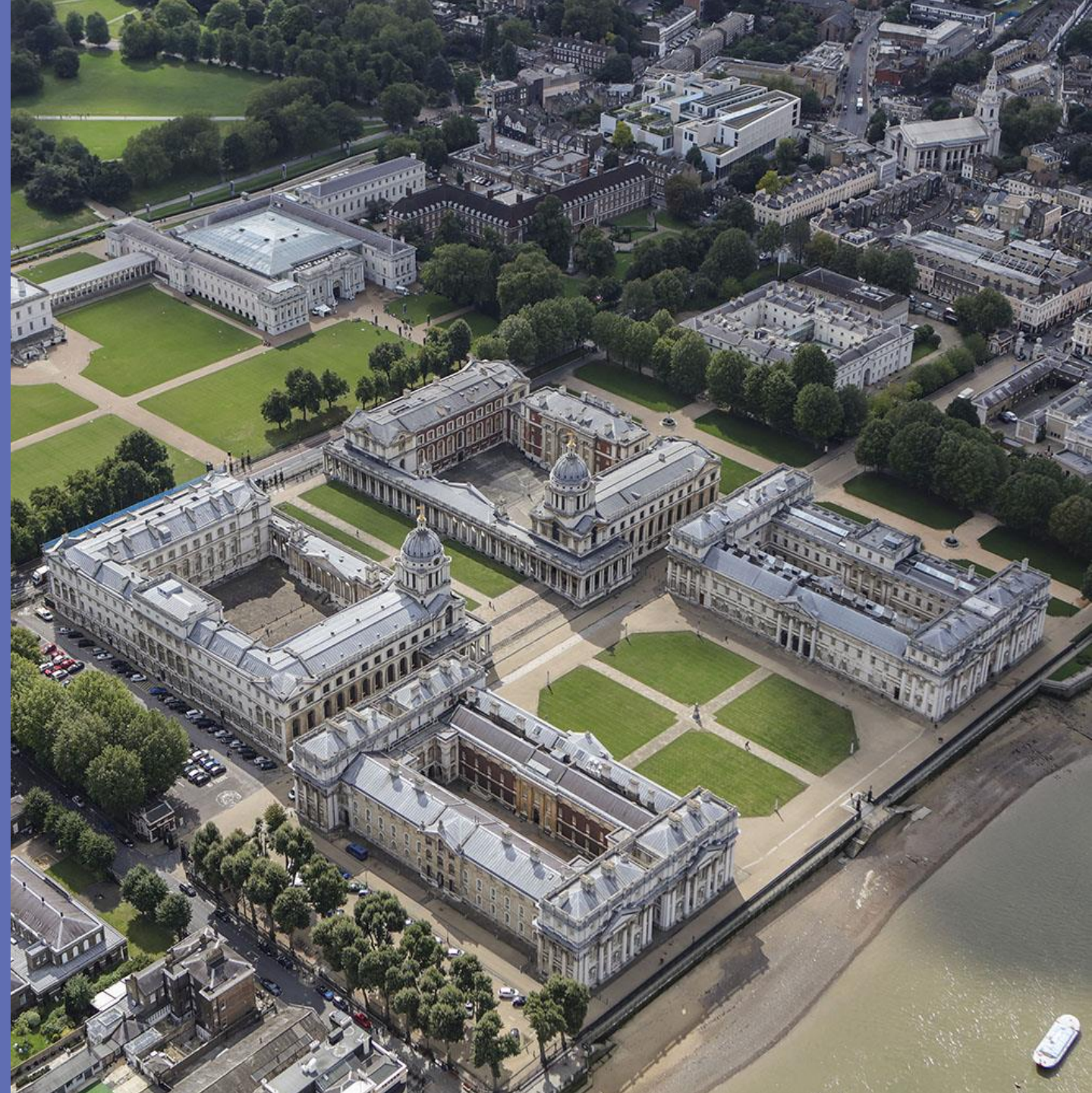


# 28th Council for Hospitality Management Education (CHME) Annual Research Conference

**Transforming Hospitality**

University of Greenwich

21 May – 24 May 2019



## Tuesday 21 May 2019 (Pre-conference programme)

14.00-15.30	<p>The Future of Hospitality: Automation, AI, and Robotics.</p> <p>Iis Tussyadiah, Reader in Hospitality and Digital Experience with the School of Hospitality and Tourism Management at University of Surrey.</p>	Queen Anne Council Room 063
15.30-16.00	Refreshments	Queen Anne Circulation Area
16.00-18.00	CHME Executive Meeting	Queen Anne
18.00-19.00	Welcome Drinks Reception	Queen Anne Courtyard/ Council Room 063

## Wednesday 22 May 2019 - Day 1 Morning

09.00-10.00	Registration & Refreshments	Queen Anne Circulation Area
10.00-11.00	<p>Conference opening</p> <p><b>Welcome speeches by:</b></p> <ul style="list-style-type: none"> <li>• Dr Ioannis Pantelidis, CHME Chair</li> <li>• Dr Maria Gebbels, Conference Chair.</li> <li>• Dr Nicola Macleod, Head of the Tourism Research Centre.</li> <li>• Jonathan Sibson, Pro Vice Chancellor, Faculty of Business.</li> <li>• Professor David Maguire, Vice-Chancellor.</li> </ul>	Queen Anne Lecture Theatre 180
11.00-11.45	<p><b>Keynote: Dr Melanie Smith</b></p> <p>Lecturer and Researcher in the Department of Tourism and Catering at the Budapest Metropolitan University of Applied Sciences in Budapest and a specialist in cultural tourism and wellness tourism</p>	Queen Anne Lecture Theatre 180
12.00-13.30	Lunch	Queen Anne Circulation Area

## Wednesday 22 May 2019 - Day 1 Afternoon

13.30-15.00		Concurrent sessions		Queen Anne
<b>Track 1 - Applied Management</b>  <b>Wenjie Cai</b>	<b>Track 2 - Critical and Cultural Studies of Hospitality</b>  <b>Pamela Zigomo</b>	<b>Track 3 - Learning, teaching and assessment in hospitality management education</b>  <b>Jithendran Kokkranikal</b>	<b>Track 5 - Hospitality and Wellness</b>  <b>Maria Gebbels</b>	
Gaurav Chawla, Rebecca Hawkins, Peter Lugosi: Food waste in luxury hotels: An examination of the food service cycle.	Paul Lynch: (In)Hospitality is society: Subjective hospitality as a societal relation.	Ewen Crilley: An investigation into rubric use and design in developing assessment and feedback within hospitality education.	Hande Turkoglu*, Lorraine Brown, Philippa Hudson: The workplace meal: a migrant workers' perspective.	
Judith Chomitz, Alisha Ali: How do resort managers cope with toxic personalities?	Mariana de Freitas Coelho, Elizabeth Kyoko Wada, Eduardo Parra-López: Hospitality experience and mobile technology.	Hans Huizenga, Erwin Losekoot*: Closing the credibility gap in hospitality education and industry – is DBE the answer?	Josephine Dazam, Lorraine Brown, Crispin Farbrother: Longing for a taste of home.	
Katarzyna Minor, Caroline Ritchie: Hostile promotions: The impacts of daily deals upon the working environment of housekeeping staff in small and medium hotels.	Barbara Czyzewska: “New hotels for old countries”. Hilton’s early internationalisation and the transformation of hospitality industry in the 1950s.	Wichard Zwaal: Studies in problem-based hospitality management education.	Catherine Kelly: ‘Let us take care of you’? – Deconstructing narratives of wellbeing in tourism and hospitality.	

## Wednesday 22 May 2019 - Day 1 Afternoon

15.00-16.00	Afternoon Tea BaxterStorey	Queen Anne Circulation Area
15.15-16.00	CHME AGM	Queen Anne Council Room 063
16.00-16.45	Keynote: Chris Moore Chief Executive, The Clink Charity	Queen Anne Lecture Theatre 180
Evening: Optional boat trip/ Dining out		

## Thursday 23 May 2019 - Day 2 Morning

08.30-09.00	Registration & Refreshments	Queen Anne Circulation Area
09.00-9.45	<b>Keynote: Professor John Wilson</b> Specialist in economics, halal branding, and Muslim millennials as well as corporate identity, food, tourism, technology, education, ethnicity, and religion	Queen Anne Lecture Theatre 180
10.00-10.45	<b>Keynote: Kate Nicholls, UK Hospitality</b>	Queen Anne Lecture Theatre 180

## Thursday 23 May 2019 - Day 2 Morning

11.00-12.30		Concurrent sessions		Queen Anne
Track 1 - Applied Management	Track 2 - Critical and Cultural Studies of Hospitality	Track 3 - Learning, teaching and assessment in hospitality management education	Track 4 – Urban Hospitality	
Wenjie Cai	Catherine Kelly	Hai Nguyen	James Kennell	
Paul Phillips, Krystin Zigan: The strategic management of online reviews in tourism, hospitality and leisure businesses: A conceptual framework.	Ian Elsmore, Emmie Deakin, David Egan: Creating hospitality experiences in former industrial buildings. A case study of 3 coffee houses.	Dougie Yourston: Undergraduate hospitality and business students' perceptions of learning outcomes in problem based learning (PBL).	Peter Vlachos: Urban hospitality and urban revitalisation: the rebranding of place through leisure consumption in Woolwich, south-east London.	
William C. Murray, Mark Holmes: Turnover intent in the hospitality industry: Are the factors influencing intention to stay the same as those influencing intention to leave?	Anna Beatriz, Elizabeth Kyoto Wada, Cesar Augusto: The perception of hospitality from the perspective of expatriation and migration professionals.	Peter Cox: Exploring the influence of relationships on the experiences of hospitality students' resilience during their internship.	Eunice Yoo: In the making of Asia as tourism destination.	
Wan Hafiz: How emotion affect Westerners' variety-seeking with unfamiliar local food in Perhentian, Malaysia.	Kirsti Margrethe Lærdal: Co-construction of hospitality culture: Behaviour, encounters and social constructions in English hotels.		Ana Cláudia Guimarães Antunes; Elizabeth Kyoto Wada; Vanuza Rodriguez and Anna Beatriz: Gastronomy and hospitality as a competitive advantage in tourist destinations.	

## Thursday 23 May 2019 - Day 2 Afternoon

12.30-13.15	Lunch		Queen Anne Circulation Area
13.15-14.45	Concurrent sessions		Queen Anne
Track 1 - Applied Management	Track 2 - Critical and Cultural Studies of Hospitality	Track 3 - Learning, teaching and assessment in hospitality management education	Track 2 – Critical and Cultural Studies of Hospitality
Jithendran Kokkranikal	Sofia Lachhab	Khairy Eteiw	Catherine Kelly
Anna Hammershøy, Dennis Grauslund: Network creation and brand identity in a newly merged destination.	Alison McIntosh, Tracey Harkinson*: Changing lives through hospitality training for prison inmates: A case study of the 'gate to plate' event in New Zealand.	Erwin Losekoot*, Thulani Xali: Innovations in hospitality management: Case studies from Stenden Hotel Management School's Training Hotel.	Henrik S. Pahun: Motivation and retention of volunteers in festivals and events.
Chloe Bale, Shola Osinaike*, Lorna Thomas: The impact of customer complaint management on service recovery: A specific focus on the hospitality industry.	Erwin Losekoot, Ran Zhang, John Hornby: Developing a code book for content analysis of popular movies showing hospitable moments.	Edward M Isaacs: Hospitality leadership in universities and the public sector - A new programme for a new audience.	Conor Sheehan: Emotions and well-being in service work contexts: Re-thinking complexity, challenge and control.
Shola Osinaike* and Lorna Thomas: An exploratory study on the adoption of Revenue Management practice in Nigeria Small and Medium-size	Shelagh Mooney: Pink Blouse and Black Suit: Gendered norms in hospitality management.		Aortanos Khouri-Sasu, Hai Nguyen*: An investigation of the experiences of the romanian migrant workers in the UK hospitality industry.



## Thursday 23 May 2019 - Day 2 Afternoon

14.45-15.30	Keynote: Julie Barker	Queen Anne Lecture Theatre 180
15.30-15.45	Refreshments	Queen Anne Circulation Area
15.45-16.45	Workshops: 'Impact2Impact'* or 'Publishing without perishing – the long and winding road towards achieving research impact'  *please note this workshop has a capacity for 20 delegates only and will run for 2 hours finishing at 18.00.	Queen Anne
19.00 – 22.00	Gala Dinner & Award Show Dress code: Formal Attire (Black Tie optional)	The Painted Hall

## Friday 24 May 2019 - Day 3 Morning

09.00-9.30	Registration & Refreshments		Queen Anne Circulation Area
9.30-10.15	<p>Keynote: Dr Andres Coca-Stefaniak Associate Professor in Tourism &amp; Events, University of Greenwich; and co-Editor-in-Chief of the International Journal of Tourism Cities</p> <p><b>"Place and hospitality - are we operating in parallel universes?"</b></p>		Queen Anne Lecture Theatre 180
10.30-12.00	Concurrent sessions		Queen Anne Building
Track 1 - Applied Management	Track 2 - Critical and Cultural Studies of Hospitality	Track 3 - Learning, teaching and assessment in hospitality management education	Track 1 – Applied Management and Track 4 - Urban Hospitality
Wenjie Cai	Sofia Lachhab	Dimah Ajeeb	James Kennell
Maria Stela Reis Crotti, Elizabeth Kyoko Wada: Luxury market, hospitality and incentive travels: An experience from the host's point of view.	Majella Sweeney: Cowboys and Heroes: Family experiences at events.	Kelly Henley: Development of career expectations and motivations of hospitality management students.	Stephanie Jameson, Dr. Kate Dashper and Dr. Guozhong Xie: Where have they gone and what are they doing? : An investigation into Hospitality, Tourism and Events graduates' careers and career perceptions.
			Ayeni Ayodele: Role of Internet in hospitality and tourism industries.
Rohit Reji George, Susan Horner: Luxury hotels in South Asia:	Richard Telling: Involving children in the family hospitality business: What	Jane Chicanza, David Graham: Hospitality Entrepreneurship: Delivering	Sonya Graci and Meagan Barley: Farmers' markets as tourist attractions? Examining

## Friday 24 May 2019 - Day 3 Afternoon

12.00-13.15	Lunch	Queen Anne Circulation Area
13.15-14:00	Closing Address Dr Maria Gebbels, Conference Chair Presentation by CHME2020 Host Dr Ioannis Pantelidis Chair of CHME	Queen Anne Lecture Theatre 180
14.00-14.45	Farewell Refreshments	Queen Anne Circulation Area/ Courtyard

# Be inspired

