



EuroCHRIE2021 Aalborg, Denmark  
September 27-30, 2021

# PROGRAMME CONCURRENT SESSIONS

WEDNESDAY September 29

Explanation:

	ONSITE
	ONLINE
	ONLINE/ONSITE

# Room 1 - <https://bit.ly/2ZzXDMU>

	<b>MORNING</b>	<b>AFTERNOON</b>
<b>TRACK</b>	<b>1, 3, 4 &amp; 5</b>	<b>1</b>
<b>MODERATOR</b>	<b>Charlotte Bruun</b>	<b>Charlotte Bruun</b>

TIME	TITLE	PRESENTER
10.00 – 10.25	The Difference between Delivering a Service and Exercising the Role of Host: An Empirical Study (103)	Dorthe Simonsen UCL Erhvervsakademi & Professionshøjskole
10.30 – 10.55	Emotional Offerings in the Hospitality Industry: A Social Psychological Approach (104)	
	Informal & Relaxed: Exercising the Role of Host in the Hospitality Industry in Denmark (106)	
	Staff Requirements in the Danish Hospitality Industry: Hiring for Professional Qualifications or Personality? (166)	
10.55 – 11.15	<b>BREAK</b>	
11.15 – 11.40	Cultural Categorization of Hospitality Phenomena: A Matter of Definitions (98)	Henrik Vejlggaard Copenhagen Business Academy
11.45 – 12.10	Hosting Practice in Private Hospitality: An Empirical Study (105)	
	Robot-Hosts' Soft Skills and Guests' Emotional Reactions: A Qualitative Study (110)	
12.15 – 15.00	<b>LUNCH &amp; BE INSPIRED</b>	
15.00 – 15.25 <b>ONLINE POSTER</b>	Developing a National Strategy for Volunteering in Qatar – A Case Study of the Proposed Legacy for the FWC2022 Volunteering, Event Workforce, Qatar, Mega Sports Events, Legacy	Nicola McCullough, Yuliana Avesievich, Flavia Fontes and Gerard Akindes, Josoor Institute
15.30 – 15.55	Sealed for your protection? Tamper-evident packaging in third-party food delivery (124)	Marissa Orlowski

		Metropolitan State University of Denver
16.00 – 16.25 ONLINE	The detrimental mind-set of the customer is always right: Impacts of customer incivility and firm support on employee mental health and vulnerability (65)	Melissa Baker University of Massachusetts Amherst Kawon Kim, University of South Carolina
16.30 – 16.55		

## Room 2 - <https://bit.ly/3zGJsIt>

	MORNING	AFTERNOON
TRACK	1	1
MODERATOR	Anne Lassen	Xander Lub

TIME	TITLE	PRESENTER
10.00 – 10.25 ONLINE	Trending: Building Communities in Hospitality (17)	Hilde Hanegreefs Mark Pluymaekers Zuyd University of Applied Sciences
10.30 – 10.55	Does one size fit all? Job embeddedness barriers for female hospitality career aspirations (172)	David Brannon Hotelschool the Hague
10.55 – 11.15	<b>BREAK</b>	
11.15 – 11.40 ONLINE	Frontline Service Delivery: The usage of a robot (28)	Reza Etemad-Sajadi Ecole hôtelière de Lausanne, HES-SO
11.45 – 12.10	Testing the suitability of biometric measurements to analyse the dining experience (122)	Dai-In Danny Han Breda University of Applied Sciences
12.15 – 15.00	<b>LUNCH &amp; BE INSPIRED</b>	

15.00 – 15.25 ONLINE	A Holistic Understanding of EWOM (150)	Lydia Hanks Florida State University
15.30 – 15.55	Does the guest stink of fish after 8 hours onboard? - Rediscovering the obligations of guests in a private hospitality setting (131)	Jan Halberg Madsen University College of Northern Denmark
16.00 – 16.25 ONLINE	How to select the most suitable AI application for improving communication with guests: A case study (156)	Mark Pluymaekers and Armand Odekerken, Zuyd University of Applied Sciences
16.30 – 16.55	Depictions of National Culture: The Comprehensiveness of 21st Century Travel Guidebooks (97)	Henrik Vejlggaard Copenhagen Business Academy

## Room 3 - <https://bit.ly/3COct0x>

	<b>MORNING</b>	<b>AFTERNOON</b>
<b>TRACK</b>	<b>3</b>	<b>3</b>
<b>MODERATOR</b>	<b>Michael Fast</b>	<b>Michael Fast</b>

TIME	TITLE	PRESENTER
10.00 – 10.25 ONLINE	The Hospitality Industry, Talent Management and Identity: Finding Their Home (73)	Anne Conneally Claire Holland Sheffield Hallam University
10.30 – 10.55	Impact of Green Certification on US Hotels' Financial Performance (196)	Christina Chi Washington State University
10.55 – 11.15	<b>BREAK</b>	
11.15 – 11.40 ONLINE	-	-

11.45 – 12.10 ONLINE	Hoteliers' attitude toward government support for tourism development: The case of developing economy (46)	Marketa Kubickova University of South Carolina
12.15 – 15.00	LUNCH & BE INSPIRED	
15.00 – 15.25 ONLINE	Antecedents and Outcomes of Restaurant Employees' Food Safety Intervention Behaviors (70)	Kimberly Harris Florida State University Scott Taylor University of Houston
15.30 – 15.55	"The Hotel" an interorganizational talent management perspective (76)	David Brannon Hotelschool the Hague
16.00 – 16.25	Opportunities and threats of artificial intelligence for Human Relation Management in the hotel industry (64)	Prof. Dr. Hartwig Bohne SRH Dresden School of Management
16.30 – 16.55	Managerial Behavior During Long-Term Investment Decisions (179)	Margarita Cruz Ecole hôtelière de Lausanne, HES-SO

## Room 4 - <https://bit.ly/39FmxfS>

	MORNING	AFTERNOON
TRACK	4	4
MODERATOR	Anna Hammershøy	Luigi D'Ambrosio

TIME	TITLE	PRESENTER
10.00 – 10.25	'Bed-taxes.' An outdated method of funding tourism impacted infrastructure and an alternative solution. (45)	Anthony Brien Lincoln University ONLINE
10.30 – 10.55 ONSITE / ONLINE	Time for Tea! (71)	Lysbeth Vink Hotelschool The Hague Annette Kappert-White

		Breda University of Applied Sciences
10.55 – 11.15	<b>BREAK</b>	
11.15 – 11.40 ONLINE	Destination Imagery Diagnosis Model: The case of Switzerland (58)	Meng-Mei Chen Ecole hoteliere de Lausanne, HES-SO
11.45 – 12.10	An Analysis on Complaint Behaviour of Hotel Guests in Italy (192)	Farzaneh Soleimani Zoghi SRH Berlin University of Applied Sciences
12.15 – 15.00	<b>LUNCH &amp; BE INSPIRED</b>	
15.00 – 15.25 ONLINE	American Consumers' Perceptions of Airbnb Accommodations (36)	Yu-Chin Jerrie Hsieh Rochester Institute of Technology Ya-Ling Chen College of Brockport
15.30 – 15.55	The Convergence of the Hair-Dressing Salon and the Bar: A Case Study of Social Beauty Spaces (112)	Henrik Vejlggaard Copenhagen Business Academy
16.00 – 16.25 ONLINE / ONSITE	Generational Cohort Perspectives on Guestroom Cleanliness (59)	Sheryl Kline University of Delaware Haeik Park, Purdue University, Tony Jooho Kim James Madison University
16.30 – 16.55 ONLINE	Talent and leadership, crucial factors that influence organizational outcome: The case of an Emirati 5-Star luxury hotel (25)	Aritz Ura Uli, Annick Darioly Carroz, Les Roches Global Hospitality Education

## Room 5 - <https://bit.ly/3EWA40M>

	<b>MORNING</b>	<b>AFTERNOON</b>
<b>TRACK</b>	<b>5</b>	<b>4,5</b>
<b>MODERATOR</b>	<b>Henri Kuokkanen</b>	<b>Henri Kuokkanen</b>

TIME	TITLE	PRESENTER
10.00 – 10.25 ONLINE	Food waste prevention in luxury hotels: Divergent views, self-interest and perceptions of risk (16)	Gaurav Chawla University of South Wales
10.30 – 10.55	Green Key Scheme Adoption in the Dutch Hospitality Industry: Drivers and Challenges (68)	Andrew Mzembe Breda University of Applied Sciences
10.55 – 11.15	<b>BREAK</b>	
11.15 – 11.40 ONLINE	Does foreign aid promote tourism demand in donor countries? Evidence from Switzerland (60)	Yong Chen Ecole hoteliere de Lausanne, HES-SO
11.45 – 12.10	Remote, Luxurious and Sustainable? The case of the Maldives (123)	Willy Legrand IUBH International University
12.15 – 15.00	<b>LUNCH &amp; BE INSPIRED</b>	
15.00 – 15.25 ONLINE	Anecdotes from Managers: Hospitality and Tourism Managers' Stories about their Careers (3)	Cynthia Deale ECU
15.30 – 15.55 ONLINE	Virtual Reality images' impact on cognition and affect in hotel settings. (151)	Lisa Slevitch Oklahoma State University
16.00 – 16.25	The Authenticity Conundrum Regarding Gastro-tourism Experiences (163)	Helena A. Williams Mohammed VI Polytechnic University

## Room 6 - <https://bit.ly/2WhU7pc>

	<b>MORNING</b>	<b>AFTERNOON</b>
<b>TRACK</b>	<b>6</b>	<b>6</b>
<b>MODERATOR</b>	<b>Camilla Valbak-Andersen</b>	<b>Camilla Valbak-Andersen</b>

TIME	TITLE	PRESENTER
10.00 – 10.25 ONLINE	The Future of Hospitality Education: Trends and Drivers for Change (14)	Detta Melia, Ann Conway Technological University Dublin
10.30 – 10.55	Negotiating exemplarity and example - accommodating the student's needs for real world authenticity by 'long term practice arena'-integration (99)	Palle Nørgaard Magnus Hultberg Business Academy Aarhus
10.55 – 11.15	<b>BREAK</b>	
11.15 – 11.40 ONLINE	Connect IQ, EQ and AQ to the didactical concept of Hospitality Management Education; The ongoing Case of Hotelschool The Hague (54)	Jenny Sok Hotelschool The Hague
11.45 – 12.10	Promoting Entrepreneurial competences through interdisciplinary incubator programmes in higher education (120)	Pernille Verwohlt University College of Northern Denmark
12.15 – 15.00	<b>LUNCH &amp; BE INSPIRED</b>	
15.00 – 15.25 ONLINE	The Value of Hospitality Study Abroad Internship for Dutch Students (9)	Kevin Murphy Rosen College of Hospitality Management
15.30 – 15.55	Experiment of Engaging Students as Active Partners in Design of Virtual Learning Environment: Is Co-creation the Way? (121)	Maria Larsen-Zarechnova Katrine Gorm Davidsen Teresa Schou Nielsen University College of Northern Denmark



16.00 – 16.25 ONLINE	Teaching Hospitality Management Online: How to overcome students' resistance to group work and video presentations (32)	Mauro Palmero University of Missouri- Columbia
16.30 – 16.55 ONLINE / ONSITE	Sustainability aspects and health/well- being measures in the student population: methodological approach and preliminary results of the BUas Cohort Study (185)	Yoy Bergs Jelmer Weijschede Breda University of Applied Sciences

## Room 7 - <https://bit.ly/3ukYHiX>

	MORNING	AFTERNOON
TRACK	LECTURERS LOUNGE	POSTER
MODERATOR	Anders Justenlund	Ellen Raunsmed

TIME	TITLE	PRESENTER
10.00 – 12.10	<p><b>LECTURES LOUNGE</b></p> <ul style="list-style-type: none"> <li>• Meaningful Learning about Food as a Global System. By Bastienne Bernasco, Saxion (61)</li> <li>• Game-based Learning: The Use of Apps and Online Simulations as Teaching Tools. By Susan Gordon, Purdue University (69)</li> <li>• Equipping Students with the Tools for Tomorrow: Building a Decision-Support Toolbox towards Hospitality, Tourism &amp; Sport Management Internships and Jobs with Students and Industry. By Maria Larsen-Zarechnova and Katrine Gorm Davidsen, University College of Northern Denmark (127)</li> <li>• Motivating business students in their final year using an entrepreneurial didactic to frame their educational output. By Pernille Nøhr Verwohlt and Annette Nørgaard Svensson, University College of Northern Denmark (142)</li> <li>• Towards a Design Oriented and Research Informed Curriculum in Hospitality Management. By Xander Lub and Boukje de Boer, Hotelschool The Hague (144)</li> <li>• <b>Global Tourism and Local Solutions: Fueling the Shift Towards Implementing Sustainability in Tourism Education. By Steven Rhoden, Mark McCulloch and Adrian Morley, Manchester Metropolitan University (181)</b></li> </ul>	
12.15 – 15.00	<b>LUNCH &amp; BE INSPIRED</b>	

<p>15.00 – 16.55</p>	<p><b>ONLINE POSTER PRESENTATIONS</b></p> <ul style="list-style-type: none"> <li>• <b>15.00 – 15.25</b> What affects consumers on their decisions to purchase risky foods in a grocery store? By Tony Kim, James Madison University (158)</li> <li>• <b>15.30 – 15.55</b> Technology and the Guest-Host Relationship; Towards the Future of Hospitality. By Kate Harland, Northumbria University (190)</li> <li>• <b>16.00 – 16.25</b> Price Dispersion of Wine in U.S. Michelin Starred Restaurants. A developmental research paper. By Angelo A. Camillo Sonoma State University - Wine Business Institute (186)</li> <li>• <b>16.30 – 16.55</b> The influence of online mere presence of other customers on booking intention: the moderating role of self-construal. By Sungjun Joe State University, Bakersfield (67)</li> </ul> <p><b>ONSITE POSTER PRESENTATION</b></p> <ul style="list-style-type: none"> <li>• FAMM 2.0 - an applicable tool for dealing with shortage of skilled hospitality employees. By Mats Carlbäck School of Hospitality, Culinary Arts and Meal Science, Örebro University (55)</li> <li>• UNWTO Students' League – lessons learned from a competitive environment in deepening students' understanding of tourism-related SDGs. By Thorsten Merkle, University of Applied Sciences of the Grisons (132)</li> <li>• Business Ethics and the Hospitality Industry. By Kim Meijer - van Wijk, Saxion University of Applied Sciences (145)</li> <li>• Sense of place in destination branding: the path to authentic branding? By Anna Hammershøy and Dennis Grauslund, University College of Northern Denmark (157)</li> <li>• Challenges and Advantages of Online Group Project: A Case Study of Event Management Course. By Shinyong Jung and Eugene Chan, Purdue University (159)</li> <li>• The potential of esport in a tourism setting. By Henrik Pahus and Morten Winther, Dania Academy (160)</li> </ul>
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