



EuroCHRIE2021 Aalborg, Denmark
September 27-30, 2021

PROGRAMME

CONCURRENT

SESSIONS

THURSDAY September 30

Explanation:

	ONSITE
	ONLINE
	ONLINE/ONSITE

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

	MORNING	AFTERNOON
TRACK	4	6
MODERATOR	Luigi D'Ambrosio	Camilla Valbak-Andersen

TIME	TITLE	PRESENTER
11.15 – 11.40 11.45 – 12.10	<ul style="list-style-type: none"> • Social skills required for exercising the role of host: A qualitative study (96) • Observing Guests in the Hospitality Industry: A List of Meaningful Observable Phenomena (169) • Decoding Observable Phenomena in the Hospitality Industry: A Way to Learn About Guests' Unstated Needs (170) • How Staff in the Hospitality Industry Act on Observations of Guests' Visual Signals: A List of Action Outcomes (171) 	Rasmus Nissen Copenhagen Business Academy
12.15 – 15.00	LUNCH & BE INSPIRED	
15.00 – 15.25 ONLINE	Understanding the heterogeneous effects of entrepreneurship on tourism: the case of beer tourism in Switzerland (51)	Margarita Cruz Ecole Hôtelière de Lausanne, HES-SO
15.30 – 15.55	Identifying Key Quality Dimensions of Learning Management System for Enhanced Student Learning A Study of Perception - Expectations Gap among Tourism, Hospitality & Sport Management Students (126)	Maria Larsen-Zarechnova Henrik Simon Grønning University College of Northern Denmark
16.00 – 16.25 ONLINE	Using Facebook Ads Campaigns to Enhance Marketing Students' Employability (175)	Meng-Mei Chen

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

	MORNING	AFTERNOON
TRACK	7	7
MODERATOR	Anna Hammershøy	Marissa Orlowski

TIME	TITLE	PRESENTER
11.15 – 11.40 ONLINE	The general managers' role in luxury hotels, during the COVID-19 pandemic: evidence from 45 countries (146)	Charalampos Giousmpasoglou Bournemouth University
11.45 – 12.10	Perspectives of a post-COVID-19 hotel industry – the future is smart, digital and resilient (135)	Hartwig Bohne SRH Berlin University of Applied Sciences, Dresden School of Management
12.15 – 15.00	LUNCH & BE INSPIRED	
15.00 – 15.25 ONLINE	The host and guest relationship during the Covid-19 era and the role of face masks in the service setting. (180)	Prokopis Christou Cyprus University of Technology
15.30 – 15.55	Leading during Crisis for Long-Term Success: An Empirical Study in the US Hotel Industry (139)	Evelina Gillard Cèsar Ritz Colleges
16.00 – 16.25	Crisis management during the COVID-19 pandemic - European DMOs and the creation of virtual experiences (140)	Luigi D'Ambrosio University College of Northern Denmark
16.30 – 16.55	Self-drive tourism in Beijing: an analysis of tourists' spatial behaviour after Covid-19 lockdown (200)	Kate Mingjie Ji Oxford Brookes University

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

	MORNING	AFTERNOON
TRACK	1	1/POSTER
MODERATOR	Charlotte Bruun	Ellen Raunsmed

TIME	TITLE	PRESENTER
11.15 – 11.40 ONLINE	Ethical Issues Linked To The Interaction Between Human And Robots In A Service Delivery Context (155)	Reza Etemad-Sajadi Ecole hoteliere de Lausanne, HES-SO
11.45 – 12.10	Insights into U.S. Consumers' Use of Restaurant Take-out/Delivery during the COVID-19 Pandemic Using Protection Motivation Theory (161)	Karen Byrd Purdue University
12.15 – 15.00	LUNCH & BE INSPIRED	
15.00 – 15.25 ONLINE	Luxury branding in the hospitality industry: The impact of luxurious appearance and attitude (63)	Melissa Baker University of Massachusetts Amherst Kawon Kim, University of Massachusetts Amherst
15.30 – 15.55	Sustainable Work across Time and Space (194)	David Brannon Hotelschool the Hague
16.00 – 16.25 ONLINE	Exploring Domestic Coffee Chain Customers' Ethnocentrism, Brand Authenticity, Brand Love, and Brand Engagement (42)	Soyoung Boo Georgia State University
16.30 – 16.55	Poster Customer Perceived Restaurant Innovativeness and Destination Food Image: Mediating Role of Customer Engagement	Li, Ding, Institut Paul Bocuse

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

	MORNING	AFTERNOON
TRACK	4	5
MODERATOR	Anders Justenlund	Carsten Jørgensen

TIME	TITLE	PRESENTER
11.15 – 11.40 11.45 – 12.10	<ul style="list-style-type: none"> • Host-Guest Emotional Bond Development in Luxury Travel: A Case Study (107) • “Have a Magic Trip”: Social Rituals in Disney Cruise Line Pre-Cruise Host-Guest Interaction (108) • Check-in Interaction between Staff and Guests in the Leisure Industry: A Minimal Welcome (182) 	Henrik Vejlgard Copenhagen Business Academy
12.15 – 15.00	LUNCH & BE INSPIRED	
15.00 – 15.25 ONLINE	Meaningful encounters between tourists and residents facilitating a transition from over-tourism to social cohesion in European prime locations. (189)	Jan Huizing Hotelschool The Hague
15.30 – 15.55	Ethically Transformative Experiences in Hospitality: A Possibility? (165)	Henri Kuokkanen Ksenia Kirillova Institut Paul Bocuse
16.00 – 16.25	Unpacking Trust Dynamics in Community Participation Tourism (168)	Anne Lassen Zakaria Charlotte Bruun Anna Hammershøj University College Northern Denmark
16.30 – 16.55	Managing Tourist Congestion in Post-Covid – Insight from the Chinese Package Tours to the UK and North Ireland (197)	Kate Ji Oxford Brookes University

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

	MORNING	AFTERNOON
TRACK	4	LECTURERS LOUNGE
MODERATOR	Xander Lub	Birgitte Jørgensen

TIME	TITLE	PRESENTER
11.15 – 11.40 ONLINE	The Growth of Resort Hotels in Ireland (147)	Detta Melia Ann Conway Dublin Institute of Technology
11.45 – 12.10 ONLINE	Investigating impact factors on the adoption of blockchain technology in the hotel industry (115)	Florian Aubke FWien der WKW
12.15 – 15.00	LUNCH & BE INSPIRED	
15.00 – 16.55	LECTURES LOUNGE <ul style="list-style-type: none"> • How Can Online Hospitality Students and Instructors Overcome Resistance to Group Work and Video Presentations? By Mauro Palmero, University of Missouri-Columbia (29) • Applying Corporate World Microlearning in an Academic World Classroom. By Joel Reynolds, Mary Jo Dolasinski, Chris Roberts and Nicholas Thomas, DePaul University (101) • Motivating business students in their final year using an entrepreneurial didactic to frame their educational output. By Annette Nørgaard Svensson, University College of Northern Denmark (141) • Gastronomy online and blended-learning experience: the HMSM Minor Gastronomy approach for practical teaching during the Covid-19 pandemic. By Silvia Gabriela Abreu E Silva, Zuyd UNiversity of Applied Sciences / HMSM (176) • Smart Hospitality Concepts in Education. By Sanne ten Tije, Saxion UAS (193) 	

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

	MORNING	AFTERNOON
TRACK	-	POSTERS
MODERATOR	-	Anders Justenlund

15.00 – 16.55	<p>ONLINE POSTER PRESENTATION</p> <ul style="list-style-type: none"> • 15.00 – 15.25 Factors Affecting Customer Visiting Intention of Agritourism After COVID-19. By Xingjian Xu, BNU-HKBU United International College (164) • 15.30 – 15.55 Hotel Cleanliness Standards with ATP Tests. By Haeik Park, Purdue University Fort Wayne; Sheryl Kline, University of Delaware and Tony Kim, James Madison University (31) • 16.00 – 16.25 The Impact of Perceived Risk and Image and Personal Risk Profile on P2P Accommodation Purchase. By Ya-Ling Chen, State University of New York Brockport and Yu-Chin Jerrie Hsieh, Rochester Institute of Technology (37) • 16.30 – 16.55 What affect hospitality and tourism students' retention? By Tony Kim, James Madison University and Haeik Park, Purdue University Fort Wayne (191) <p>ONSITE POSTER PRESENTATIONS</p> <ul style="list-style-type: none"> • Mentorship and Sponsorship in the Hospitality Industry: A Women's View from the Top. By Sheryl Kline, University of Delaware (39) • Nudging activities to increase cruise passengers' expenditure - the case of Aalborg, Denmark. By Lars Falk, University College of Northern Denmark (40) • Reflective Practice-Based Learning as a retention method and student identity creation. By Morten Nørgaard and Teresa Schou Nielsen, University College of Northern Denmark (118) • Perceptions of Place in North Atlantic Destinations: Local and Visitor Flickr Photo Visualizations. By Tracy Michaud, University of Southern Maine (153) • Students' Perception of E-portfolio as a Learning- and Reflection tool. By Lone Lindstrom Schwartzlose, University College of Northern Denmark (198)
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Room 7 - <https://bit.ly/3ukYHiX>

	MORNING	AFTERNOON
TRACK	-	POSTERS
MODERATOR	-	Bo Oelkers Heilberg

15.00 – 16.55	<p>ONLINE POSTER PRESENTATION</p> <ul style="list-style-type: none"> • 15.00 – 15.25 Bring in a sense of nature: the influence of biophilic design on customers' pro-environmental behaviour. By Anni Ding, University of Houston (152) • 15.30 – 15.55 Upskilling of the hospitality workforce in the post Covid environment. By Sanjay Chib and Ewa Mottier-Leszner, Les Roches (167) • 16.00 – 16.25 Measuring Covid-19's Impact as a Perceived Behavioral Control on American College Student Intentions to Study Abroad. By David Rivera, Flagler College (174) • 16.30 – 16.55 We mean business! The Future of Tourism & Hospitality Education. By Mats Carlbäck, School of Hospitality, Culinary Arts & Camp; Meal Science, Örebro University; Alain Imboden, School of Management at HES-SO Valais Wallis and Annick Darioly, Les Roches Global Hospitality Education, Switzerland (183) <p>ONSITE POSTER PRESENTATIONS</p> <ul style="list-style-type: none"> • Sustainable Performance Management in the Hospitality Industry - Do we have the necessary tools? By Mats Carlbäck, School of Hospitality, Culinary Arts & Camp; Meal Science, Örebro University and Alain Imboden, School of Management at HES-SO Valais Wallis (53) • Teacher-student Relationship as a Tool for Retention in Online Higher Education. By Mette Kondrup, Pernille Nøhr Verwohlt and Dennis Grauslund, University College of Northern Denmark (116) • The recovery of destinations after Covid-19: A comparison of two big-game fishing destinations. By Jan Halberg Madsen, University College of Northern Denmark (143) • Business Ethics, Virtue Ethics and the Hospitality Industry. By Kim Meijer, Saxion University of Applied Sciences (148) • Jumpstarting tourism post COVID19. By Björn Sigurjonsson, EA Dania (199)
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