

**2022 ICHRIE Summer Conference – 75<sup>th</sup> Celebration**  
**Schedule of Events**  
*(subject to change)*

TUESDAY, AUGUST 2, 2022		
<b>10:30AM – 12:00PM</b> NRA Headquarters	Board of Directors Meeting, morning	
<b>12:00PM – 1:00PM</b> NRA Headquarters	Board of Directors Lunch	
<b>1:00PM – 5:00PM</b> NRA Headquarters	Board of Directors Meeting, afternoon	
<b>6:00PM – 8:00PM</b> TBA	Board of Directors Dinner	
WEDNESDAY, AUGUST 3, 2022		
<b>12:00PM – 7:00PM</b> Anacostia Registration	Registration	
<b>1:00AM – 5:00PM</b> Meeting Room 11	STR session	
<b>2:00PM – 5:00PM</b> River Birch Ballroom	Deans, Directors & Programs Leads Session <i>(invitation only)</i>	
<b>5:00PM – 6:00PM</b> River Birch Ballroom	Deans, Directors & Programs Leads Reception <i>(invitation only)</i>	
<b>4:30PM – 5:30PM</b> Meeting Room 10	Welcome Session for First Time Attendees	
<b>6:00PM – 7:30PM</b> Anacostia Ballroom	Opening Reception in the Education & Innovation Center	
THURSDAY, AUGUST 4, 2022		
<b>7:00AM – 8:00AM</b> Location - TBA	Morning Workout	Additional Information to Come
<b>7:30AM – 4:15PM</b> Anacostia Registration	Registration	
<b>8:00AM – 9:00AM</b> Anacostia Ballroom	Breakfast	
<b>8:00AM – 9:00AM</b> Potomac Salons 2 & 3	Annual Business Meeting <i>Open to all attendees</i>	
<b>9:00AM – 10:15AM</b> Potomac Salons 2 & 3	Keynote #1	More information to come
<b>10:20AM – 11:25AM</b> Potomac Salons 2 & 3	Keynote #2	More information to come

<b>Education &amp; Innovation Center (Anacostia Ballroom)</b>		
<b>11:30AM - 2:00PM</b>	Education & Innovation Center Open with Vendor Showcases	
<b>11:30AM - 2:00PM</b>	Publisher's Place Open	
<b>12:00PM - 1:00PM</b>	Lunch	
<b>1:00PM - 2:00PM</b>	Poster Sessions	
<b>1:00PM - 2:00PM</b>	Networking	
<b>Poster Presentations (Anacostia Ballroom) 1:00PM - 2:00PM</b>		
1A Club Management	Attracting and Retaining Millennials and Generation Z Employees in Private Country Clubs After the COVID-19 Pandemic	Millicent Njeri, Amy Rosellini and Jeff Allen, all of University of North Texas
2A Club Management	Serving Customers with Food Allergies in Private Clubs: Balancing safety and satisfaction	Han Wen, University of North Texas
3A Education	The Role Mentorship and Sponsorship Play in the Careers of Female Academics in Hospitality and Tourism	Carole Sox, Columbia College; Sheryl Kline, University of Delaware
4A Education	Hospitality Students' Device Preference for Submitting Assignments Online	Cynthia Mejia and Cesar Rivera Cruzado, both of University of Central Florida
5A Events Management	Assessing the Relationships between Exhibition Dimensions and Satisfaction along with Intended Behavior of Exhibition Visitors across Five Generations	Kakyom Kim, Johnson & Wales University; Giri Jogaratnam, Eastern Michigan University
6A Events Management	Amenities at the Ballpark: Do teams know what attendees care about? The case of one professional baseball franchise	Jamie Levitt and Michael Mahoney, both of Fresno State University
7A Finance & Accounting	External Crisis, Financial Risks, Risk Management, and Competitive Advantages in the Tourism and Hospitality Industry	Dazhi Qin and Yeasun Chung, both of Oklahoma State University
8A Finance & Accounting	Pricing Strategies for Mainstream Cruise Ships: Price Sensitivity Measurement Approach	Tianyu Pan and Rachel Fu, both of University of Florida
9A Foodservice	Investing Factors Affecting College Students' Willingness to Pay More for Local Food	Yeon Ho Shin, Seung Eun Jung, and Haemi Kim, all of University of Alabama; Jinyoung Im, of Oklahoma State University; Kimberly Severt, University of Alabama
10A Foodservice	'Craft', 'Private-Label', 'Celebrity Owned' - Is It All Just Cover for Premium Mediocre? An Assessment of Operators and Consumers Perceptions of Trendy Beverages	Scott Taylor Jr, D. Christopher Taylor, and Courtney Norris, all of University of Houston
11A Human Resources	Building Trust in Airbnb Hosts: A New Formation Channel in the Post-Pandemic World	Rui Qi, University of Memphis; Han Chen, University of New Orleans
12A Human Resources	Employer Branding for Improving the Attractiveness of the Hospitality Industry	Haemi Kim, University of Alabama; Jinyoung Im, Oklahoma State University; Yeon Ho Shin and Kimberly Severt, both of University of Alabama
13A Human Resources	Being Black in Hospitality: An Initial Exploration	Donald Schoffstall, Johnson & Wales University, Charlotte

14A Human Resources	How Hospitality Employees' Emotional Energy Trajectory and Emotional Labor Trajectory Influence Service Performance?	Shashan Bao and Phillip Jolly, both of Penn State University
15A Human Resources	Can Informal Communication and Sense of Belonging Motivate and Retain Hospitality Employees? The Role of Informal Groups	Yeja Guo and Baker Ayoun, both of Auburn University
1B Information Technology	When Service Robots' Personality Matters: The Effect of Robot Personality and Level of Anthropomorphism on Customers Satisfaction	Xianmei Wu and Soobin Seo, both of Washington State University
2B Information Technology	Intention to Interact with Robot Waitstaff – The Role of Homophily, Parasocial Relationship, and Stickiness to Human Counterpart	Atefeh Charmchian Langroudi, Imran Rahman and Maryam Charmchian Langroudi, all of Auburn University
3B Lodging	Effect of Digital Marketing Communication Tools on Student Enrollment in Private Hospitality Colleges in Kenya	Evelyne Mumbua, Boma International Hospitality College
4B Lodging	Using Science to Improve Guest Room Cleaning Practices: The application of ATP testing to improve hotel guest room cleaning practices—Is it effective?	Sheryl F. Kline, University of Delaware; Haeik Park, Purdue University-Fort Wayne; Tony Kim, James Madison University; Karen Byrd and Alei Fan, both of Purdue University
5B Marketing	Brand Extension as a Growth Strategy: Fred Harvey and Santa Fe railroad's development of tourism in U.S. Southwest	Robert Ford and David Kwun, both of University of Central Florida; David Van Fleet, Arizona State University
6B Marketing	How Green Rewards Influencing Green Loyalty	Hsin-Hui Sunny Hu, Ming Chuan University
7B Marketing	Drink Up! An Investigation into the Relationship between University Branding and Functional Beverages	Jamie Levitt, Joanie Snow, Daniel Olmos and Jeffrey Gomez, all of Fresno State University
8B Marketing	A Review of Social Media Efficiency over a 3-Year Period to Promote a Hospitality Management Program at a California State University	Joseph Tormey and Eric Newman, both of California State University San Bernardino
9B Service Management & Marketing	Forecasting the Pattern of Civil Rights Issues in the Airline Industry with Machine Learning Techniques	Wookjae Heo, Purdue University; Sun Young Ahn; University of Puget Sound; Kunsoo Park, South Dakota State University
10B Service Management & Marketing	Impacts of Informal Communication Style and Humor of Chatbots on Tolerance of Service Failure: Moderating role of brand equity	Ghazal Shams and Kawon Kathy Kim, both of University of South Carolina
11B Service Management & Marketing	Restaurant Brand's Retail Product Strikes Back: Importance of Non-Product Attributes on Restaurant Brand Food Products in the Retail Context	Hong Soon Kim, Purdue University Fort Wayne; Stephanie Bae, East Carolina University; Haeik Park, Purdue University Fort Wayne; Tony Kim, James Madison University
12B Tourism	How Does Expressing a Pandemic Outbreak Influence Threatening Emotions? Scenario experiments vs. neuroscience approach in tourism setting	Miyoung Kim, Sun Yat-Sen University; Soyoung Boo and Kyle Townsend, both of Georgia State University
13B Tourism	#Followmeto: Exploring effective influencer communication strategies for destination brands	Catalina Rivera and Zeya He, both of University of Houston

14B Tourism	Food Cultural Experiences: The effects of authenticity, engagement, and memorability on Tourist Revisit Intention	Ayesha Begum, Jessica Yuan and Michelle Alcorn, all of Texas Tech University; Matthew Bauman, Purdue University Northwest
15B Service Management & Marketing	Social Presence, Warmth, and Service Robot Adoption: The Effect of Non-verbal Communication and Customer Commensality	Wei-Kang Kao and E. André Lhuillier, both from Harrisburg University; Willie Tao and Kevin So, both of Oklahoma State University
1:00PM - 2:00PM Meeting 15  Workshop	Diversity, Equity, and Inclusion Management in the Hospitality Industry  The Role Faculty Can Play in Supporting Student Mental Health	Ashokkumar Manoharan, Flinders University; Juan Madera, University of Houston; Manisha Singal, Virginia Tech  Donna Albano, Stockton University; Jeff Lolli and Angela Corbo, both of Widener University
1:00PM - 2:00PM Meeting Room 16  Workshop	Utilizing World Expos as Learning Experiences: The Qualities of Dubai and Expo 2020 and Beyond  Symposium on the Quality of and Working with Large Corporate and Theme Park Internship Programs	Jack Samuels, Montclair State University; Carl Winston, San Diego State University  Jack Samuels, Montclair State University; Anthony Garofalo and Christopher Dunston, both of Sea World Parks/Busch Gardens
2:00PM - 3:00PM Meeting Room 4	Education Committee Special Presentation: Rethinking Assessment to Maximize Engagement	Kristen Malek, University of Nebraska-Lincoln
2:00PM - 3:00PM Meeting Room 6	HIPSIG Meeting	Steve Hood, STR Share Center
2:00PM - 3:00PM Meeting Room 8	Revenue Management SIG Meeting	Timothy Webb, University of Delaware
2:00PM - 3:00PM Meeting Room 13	JHTR Editorial Meeting	Peter B. Kim, Auckland University of Technology; Li Miao, University of Macau; Jean-Pierre van der Rest, Leiden University
2:00PM - 3:00PM Meeting Room 14	Sustainability & Innovation SIG Meeting	Willy Legrand, International University of Applied Sciences, Germany
<b>RESEARCH PRESENTATIONS</b>		
2:00PM - 3:00PM Meeting Room 5  Tourism	Perceived Threats and Intended Travel Avoidance amid Covid-19  The Review Triad and Social Media Assets among US. Food Tourists: An Exploratory Big Data Spatial Analytical Approach  Building Resilience: Learning from Tour Guides during the COVID-19 Pandemic	Suosheng Wang, Indiana University, Indianapolis  Hanna Lee, Hong Kong Polytechnic University; Jinwon Kim, University of Florida; Chulmo Koo and Sung-Byung, both of Kyung Hee University  Naoko Yamada, Kanazawa University; Betty Weiler, Southern Cross University; Karun Rawat, University of Otago; Noah Nielsen, Southern Cross University

<p><b>2:00PM – 3:00PM</b> Meeting Room 9</p> <p>Club Management Education</p>	<p>Establishing an Experience-Focused Classification for Golf Clubs</p> <p>The Effect of Club Member’s Psychological Ownership on Satisfaction and Loyalty: Individual vs. Collective</p> <p>Perceptions of Academic Dishonesty Among Hospitality and Tourism Students Before and During the Coronavirus Pandemic</p>	<p>Eric Brey and Kristine Schoonover, both from University of Wisconsin-Stout</p> <p>Fredrick Meitner, East Stroudsburg University; So Jung Lee, Iowa State University</p> <p>Cynthia Deale and Seung Hyun Lee, both of East Carolina University</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 10</p> <p>Events Management</p>	<p>The Impact of Mental Fatigue and Social Attachment on Virtual Meeting Attendees’ Behavioral Engagement: A Social Cognitive Perspective</p> <p>Self-determination, well-being, and willingness to pay a premium price in wedding venue selection</p> <p>Robot Acceptability in Quick Service Restaurants: A Customer Point of View</p>	<p>Jie Sun, Cal Poly Pomona; Xi Leung and Xingyi Zhang, both of University of North Texas</p> <p>Marisa Ritter, High Point University; Carl Boger, University of Houston</p> <p>Dina Marie V. Zemke, Ball State University; Carola Raab and Wenjia Han, both of University of Nevada, Las Vegas</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 11</p> <p>Foodservice</p>	<p>Food Sales in Student-Run Restaurants (SRRs): What do we really know about patrons’ food spending?</p> <p>Sustainable Practices in Campus Dining Service from the College Student Perspective: Importance-Performance Analysis (IPA) with Locus for Focus Model</p> <p>Pet-accompanied Travelers’ Decision-Making Process: A narrative approach</p>	<p>Kwang-Ho Lee and Alan Yen, both of Ball State University; Dae-Young Kim, University of Missouri</p> <p>Borham Yoon, Sunchon National University; Jinha Lee, Indiana Wesleyan University; Heejin Lim, University of Tennessee, Knoxville</p> <p>Hang Cui and So Jung Lee, both of Iowa State University</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 12</p> <p>Human Resources</p>	<p>Would You Like to Work with a Robot? A job demands-resources perspective on hotel employees’ collaboration intentions with service robots</p> <p>Linking Family-Supportive Supervisor Behaviors to Employee Turnover in Front-Line, Part-Time Employees: The role of Affective Commitment</p> <p>The Influence of Organizational Dehumanization on Employees’ Service Sabotage: The role of organizational tenure and psychological well-being</p>	<p>Danni Wang and Emily Ma, both of University of Massachusetts, Amherst; Xi Yu Leung, University of North Texas</p> <p>Phillip Jolly, Michael Caligiuri and Michael Tews, all of Penn State University</p> <p>Huy Gip, University of Houston; Priyanko Guchait, University of Houston; Aysin Pasamehmetoglu, Özyeğin University; Do The Khoa, University of Houston</p>

<p><b>2:00PM – 3:00PM</b> Meeting Room 13</p> <p>Marketing</p>	<p>The Impact of Partitioned Pricing and Temporal Distance on Hotel Booking Intention</p> <p>Instant Karma: The joint effect of donation setting and karma beliefs on donation likelihood</p> <p>Effects of Perceived Benefit-Risk on Plant-Based Food Consumption in Quick-Service Restaurants: Investigating the moderating role of attitudinal ambivalence</p>	<p>Rachel Yueqian Zhang and Chun-Hung Tang, both of Purdue University</p> <p>Joanne Xue and Anna Mattila, both of Penn State University</p> <p>Xingyi Zhang, University of North Texas; Eunha Jeong and Xiaolong Shao, both of Iowa State University; Soocheong Jang, Purdue University</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 15</p> <p>Roundtable</p>	<p>Navigating the Challenges of Industry-based Experiential Learning</p> <p>Hospitality Experiential Learning: Do assessment methods match learning objectives, activities and outcomes?</p>	<p>Ruth Smith and Andrea White-McNeil, both of Bethune-Cookman University; Donald Schoffstall, Johnson &amp; Wales University, Charlotte</p> <p>Keith Mandabach, New Mexico State University; Britt Mathwich, Colorado Mesa University</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 16</p> <p>Workshop</p>	<p>Integrating Technology into Event Management Courses</p> <p>Interactive Digital Engagement Activity (IDEA)</p>	<p>Inna Soifer, Metropolitan State University of Denver</p> <p>Peter Szende, The Culinary Institute of America</p>
<p><b>3:15PM – 4:15PM</b> Meeting Room 4</p>	<p>Conference Submission Review Committee Meeting</p>	<p>Don Schoffstall, Johnson &amp; Wales University, Charlotte</p>
<p><b>3:15PM – 4:15PM</b> Meeting Room 6</p>	<p>Past Presidents' Meeting</p>	<p>Joy Dickerson, Past President</p>
<p><b>3:15PM – 4:15PM</b> Meeting Room 8</p>	<p>Networking Committee Meeting</p>	<p>James Williams, University of Tennessee, Knoxville</p>
<p><b>3:15PM – 4:15PM</b> Meeting Room 13</p>	<p>JHTC Editorial Meeting</p>	<p>Po-Ju Chen, North Carolina Central University; Li-Chun Lin, Montclair State University; Eve Ren, Macao Institute for Tourism Studies</p>
<p><b>3:15PM – 4:15PM</b> Meeting Room 8</p>	<p>ESD Board of Governors and Advisors Meeting</p>	<p>Tim Flohr, Chair, Board of Governors, University of Memphis</p>
<b>RESEARCH PRESENTATIONS</b>		
<p><b>3:15PM – 4:15PM</b> Meeting Room 5</p> <p>Human Resources</p>	<p>#MeToo? The Moderating Role of Sexual Harassment Experience on Readers' Reactions to Online Sexual Harassment Complaints</p> <p>"I demand to speak to your supervisor": Effects of customer mistreatment of supervisors on employees' service sabotage</p> <p>The Critical Role of Identity in Refugee Newcomer - Socialization in Hospitality Organizations</p>	<p>Yunxuan Zhang and Cass Shum, both of University of Nevada, Las Vegas</p> <p>Wen Jiang and Cass Shum, both of University of Nevada, Las Vegas; Kelly Min, Cal Poly Pomona; Ye Ding, Shanghai University of International Business &amp; Economics</p> <p>Cheri Young and Anthony Cherwinski, both of University of Denver</p>

<p><b>3:15PM -4:15PM</b> Meeting Room 9</p> <p>Education</p>	<p>Customers' Acceptance of Automated Hotel</p> <p>The Relationships Between Instrumental Support, Psychological Capital, School Satisfaction and Psychological Well-Being in the Era of COVID-19</p> <p>Assessment of Indoor Air Pollution from Cooking in a College Lab Kitchen as a Case Study</p>	<p>Jianhong Feng, Sirakaya Turk Ercan, Fang Meng and Neset Hikmet, all from University of South Carolina</p> <p>Maria Matthews and Shuyue Huang, both of Mount Saint Vincent University; Lena Jingen Liang and Hwansuk Chris Choi, both of University of Guelph</p> <p>Howook Chang and Roger Probst, both of Florida International University</p>
<p><b>3:15PM -4:15PM</b> Meeting Room 10</p> <p>Finance &amp; Accounting</p>	<p>Strategic operational response to COVID-19: The case of the Taiwanese hotel industry</p> <p>The Hospitality Industry and Covid-19: Stock price crash risk</p> <p>Covid-19 and Resilience: How regional differences played out in Switzerland</p>	<p>Yoo Ri Kim, University of Surrey; Shih-Chuan Lin, Tamkang University</p> <p>Augusto Hasman and Stefano Borzillo, both of EHL Hospitality Business School, HES-SO</p> <p>Stefano Borzillo and Augusto Hasman, both of EHL Hospitality Business School, HES-SO</p>
<p><b>3:15PM -4:15PM</b> Meeting Room 11</p> <p>Lodging</p>	<p>Airbnb's supply-demand dynamic during the pandemic and the urban resilient- the case of London</p> <p>The Implications of the COVID-19 Pandemic for the US Accommodation Sector</p> <p>Examining P2P accommodation motivators and satisfaction: The moderating role of COVID-anxiety</p>	<p>Kun Zhang and Wang Ying, both of NanKai University</p> <p>Tarik Dogru, Makarand Mody, Lydia Hanks, Nathan Line and Courtney Suess, all of Florida State University</p> <p>Wen Jiang, Cass Shum, Billy Bai and Mehmet Erdem, all of University of Nevada, Las Vegas</p>
<p><b>3:15PM -4:15PM</b> Meeting Room 12</p> <p>Tourism</p>	<p>Tourists' Green Behavior: Exploring the effects of emotional solidarity and value co-creation</p> <p>Exploring the U.S. Travelers' Intentions to Engage in Compensatory Travel in the Wake of COVID-19</p> <p>Algorithmic Control in Hospitality Workplace: Rational Control, Normative Control, Algorithmic Affordances and their impact on employee well-Being</p>	<p>Sujie Wang, Shandong University; Adiyukh Berbekova and Muzaffer Uysal, both of University of Massachusetts, Amherst; Jiahui Wang, Shandong University</p> <p>Becky Liu-Lastres, Indiana University-Purdue University Indianapolis; Ignatius Cahyanto, University of Louisiana at Lafayette</p> <p>Branislava Jianu, Iis Tussyadiah and Graham Miller</p>
<p><b>3:15PM - 4:15PM</b> Meeting Room 15</p> <p>Symposium Roundtable</p>	<p>The Evolution of Hospitality Management Bachelor Degree Programs: Considerations for best fit within the university</p> <p>The Future of Hospitality Education After Covid-19</p>	<p>Patrick Moreo, University of South Florida, Sarasota-Manatee; Andrew Moreo, Florida International University</p> <p>Godwin-Charles Ogbeide, Purdue University Northwest</p>
<p><b>3:15PM - 4:15PM</b> Meeting Room 16</p> <p>Symposium Workshop</p>	<p>Place-Based Learning in Hospitality and Events: A Washington D.C. scavenger hunt</p> <p>Student Preferences of Microlearning Teaching Approaches</p>	<p>Stuart Levy, George Washington University</p> <p>Mary Jo Dolasinski and Joel Reynolds, both of DePaul University</p>

4:15PM – 5:15PM Meeting Room 4	Membership Committee Meeting	Priyanko Guchait, University of Houston
4:15PM – 5:15PM Meeting Room 4	Hospitality Programs in Business Colleges SIG Meeting	AJ Aluri, West Virginia University
4:15PM – 5:15PM Meeting Room 6	Lodging SIG Meeting	Chris Woodruff, Lake Michigan College
4:15PM – 5:15PM Meeting Room 8	Education Committee Meeting	Don Schoffstall, Johnson & Wales University, Charlotte
4:15PM – 5:15PM Meeting Room 9	Experiential Education SIG Meeting	Jack Samuels, Montclair State University
4:15PM – 5:15PM Meeting Room 10	CCSS Task Force: Growing the membership of Community Colleges and Secondary Schools within ICHRIE	David Schweiger, Northampton Community College
4:15PM – 5:15PM Meeting Room 12	Meet the Editors	TBA
<b>FRIDAY, AUGUST 5</b>		
7:00AM – 8:00AM Location - TBA	Morning Workout	
8:00AM – 4:15PM Anacostia Registration	Registration	
8:00AM – 9:00AM Anacostia Ballroom	Breakfast	
9:00AM – 10:15AM Potomac Salons 2 & 3	Keynote: Joseph Pine, Co-founder, Author, Speaker	
10:20AM – 10:50AM Potomac Salons 2 & 3	Hospitality Insights—DEI Panel	Participants to come
10:55AM – 11:25 PM Potomac Salons 2 & 3	Hospitality Insights	More information to come
<b>Education &amp; Innovation Center (Anacostia Ballroom)</b>		
11:30AM – 2:00PM	Education & Innovation Center Open with Vendor Showcases	
11:30AM – 2:00PM	Publisher's Place Open	
12:00PM – 1:00PM	Lunch	
1:00PM – 2:00PM	Poster Sessions	
1:00PM – 2:00PM	Networking	
<b>Poster Presentations (Anacostia Ballroom) 1:00PM – 2:00PM</b>		
1A Education	Role of Psychological Resilience on Hospitality Students' Career Anxiety, Wellbeing, and School Engagement	JaeMin Cha and Seunghyun Kim, Michigan State University; Chang Huh, Niagara University
2A Education	Use of Podcasts in Online Hospitality Education: Refining "Access"	Cesar Rivera-Cruzado and Cynthia Mejia, both of University of Central Florida



3A Education	Assessing the Need for Data Analytics Courses in Hospitality and Tourism Management Curriculum: An industry perspective	Li Ge, Jie Sun and Hyounae Min, all from Cal Poly Pomona
4A Education	The Use of Omega in Estimating Reliability under Unidimensionality in Hospitality and Tourism Research	Millicent Njeri and Jeff Allen, both of University of North Texas
5A Events	Super Bowl LV's Impact on Host Community Sentiment & Destination Perceptions of Tampa, Florida	Rayven Crisafulli and Rachel Fu, both of University of Florida
6A Finance & Accounting	Real Estate Crowdfunding: An exploratory application in lodging properties	Joann Zhao, Penn State University
7A Finance & Accounting	Decomposing Financial Risk of Lodging and Restaurant Firm with Quality Factor Model	Yehchan Lee, University of Massachusetts, Amherst
8A Foodservice	Exploring Job Satisfaction of Mobile Food Delivery Application Frontline Employees through Social Media Analytics	Seonwoo Ko and Chen-Wei Tao, Oklahoma State University
9A Foodservice	Role of Spatial Density and Demographics in the Restaurant Industry During Economic Recessionary Periods	Jeffery Kreeger, Central Connecticut State University; H.G. Parsa, University of Denver
10A Foodservice	Legal or Illegal Substance Use in the Food Service Industry - Industry or Employee Issue?	Ericka Bauer, Kansas State University; Miranda Kitterlin, Florida International University; Jichul Jang, Yue Teng-Vaughan and Amber Vennum, all from Kansas State University
11A Foodservice	Nudging Hand Hygiene Practices Among Restaurant Customer's: An Experimental study	Lucheng Wang and Karen Byrd, both of Purdue University
12A Human Resources	Hospitality Female Employees' Challenge and Hindrance Stressors during the Covid-19 Pandemic	Jiyoun West, Oklahoma State University
13A Human Resources	Investigating the Effects of the Covid-19 Crisis on Spa Employees	Emily Walker, Haemi Kim, Maura Mills, Yeon Ho Shin and Kimberly Severt, all of University of Alabama
14A Human Resources	Employment Mobility Among the Lesbian, Gay, and Bisexual Hospitality Professionals: A three-phase Study	Michael Caligiuri and Phil Jolly, both of Penn State University
15A Service Management & Marketing	The Online Restaurant Authenticity Perception and Purchase Intention during the Pandemic	Mohamed Hefny and Mahmood Khan, both of Virginia Tech
1B Human Resources	Person-organization Fit and Hotel Employer Attractiveness: The moderating roles of perceived competitive climate and cooperative climate	Li Ding, Institut Paul Bocuse; Angel González, California State University Monterey Bay
2B Human Resources	Investigating the Influence of Quality of Grammar and Employment Status in Employee Online Reviews	Timothy Self, Austin Peay State University; Emily Walker, University of Alabama; Solbi Lee, University of Nevada, Las Vegas
3B Information Technology	Achieving Digital and Wearable Technology: Allows equality and inclusion in wellness via wearable technologies	Sherrie Tennessee, Hyelin Kim and Mehmet Erdem, all of University of Nevada, Las Vegas

4B Lodging	Hotel Guests' Willingness to Pay for Enhanced Cleanliness after Facing COVID-19 Pandemic	Elizabeth Graham and Tony Kim, both of James Madison University
6B Marketing	When Does a Hotel Sell Out? An Analysis of Capacity Constraints and Demand Correlation: Reality vs. intuition	Timothy Webb, Zvi Schwartz, Andres Holland and Xuan Liu, all of University of Delaware
7B Marketing	A Canonical Correlation Analysis of Motivation and Engagement of Facebook Users in the Hospitality Industry	Xu Li and Kunsoo Park, both of South Dakota State University
8B Service Management & Marketing	Corporate Sociopolitical Activism (CSA): Consumer Response to Contribution Type	Barbara Atanga and Anna Mattila, both of Penn State University
9B Service Management & Marketing	Creating Memorable Experience in Service Encounters: The moderating role of technology fatigue	Yeonjung Alice Kang and Melissa Baker, both of University of Massachusetts, Amherst
10B Service Management & Marketing	The Effect of Service Encounter Attributes on Customer Choice of Human Service or Robot Service and Hotels	Yoshimasa Nancy Kageyama, Missouri State University
11B Service Management & Marketing	The Relationship between Customer Complaints and Customer Satisfaction in the US Airline Industry	Hyunsuk Choi, University of San Francisco; Saehya Ann, California State University, East Bay; Kunsoo Park, South Dakota State University
12B Tourism	Beyond Agritourism: The symbiosis of tourism and Iconic New England landscapes	Caroline Paras and Tracy Michaud, both of University of Southern Maine
13B Tourism	An Exploration of the Service Innovation Gap in Swiss Tourism	Thorsten Merkle, ZHAW Zurich University of Applied Sciences; Dominik Knaus and Chantal Siegrist, both of University of Applied Sciences of the Grisons
14B Tourism	Beyond the Course: Understanding golfers' motivations, desires, and expectations	Eric Brey, University of Wisconsin-Stout
15B Tourism	Integration of Bloomer Terminal as an Experiential Learning Tool into Tourism and Hospitality Education	Ayşegül Acar, Frederick DeMicco and Muhittin Cavusoglu, all of Northern Arizona University
<b>2:00PM – 3:00PM</b> Potomac Salons 2 & 3	STR Global Update	Steve Hood, STR; Duane Vinson, STR
<b>2:00PM – 5:00PM</b> Meeting Room 4	Research Marathon	
<b>2:00PM – 3:00PM</b> Meeting Room 5	Human Resources SIG Meeting	Mary Jo Dolasinski, DePaul University
<b>2:00PM – 3:00PM</b> Meeting Room 8	Meetings, Events, Exhibitions and Convention Management (MEECM) SIG Meeting	Jason Draper, University of Houston
<b>2:00PM – 4:00PM</b> Meeting Room 13	JHTE Editorial Meeting	Po-Ju Chen, North Carolina Central University; Ingrid Lin, University of Hawaii at Manoa; Cihan Cobanoglu, University of South Florida, Sarasota-Manatee
<b>2:00PM – 4:15PM</b> Meeting Room 14	ESD Sponsored Session	Tim Flohr, University of Memphis

<b>RESEARCH PRESENTATIONS</b>		
<p><b>2:00PM – 3:00PM</b> Meeting Room 9</p> <p>Foodservice</p>	<p>The Use of AR Menus in the Restaurant Industry</p> <p>Central Production Kitchen Analytics: A unique case of Forecast-Determined Capacity Constraints</p> <p>Emotional Influence on Customers' Dining Decision-Making in a COVID-19 Environment</p>	<p>Stephanie Bae, East Carolina University; Tony Kim, James Madison University</p> <p>Jing Ma, University of Delaware</p> <p>Forest Ma and Robin DiPietro, both of University of South Carolina</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 10</p> <p>Human Resources</p>	<p>Scenario-based Evaluation of Employment Transformation in the Hospitality Industry after COVID-19: The case study of Turkey</p> <p>Employee Incivility toward Customers as a Result of Workplace Incivility: The role of type of reprimand and explanation</p> <p>Job Insecurity and Restaurant Employees' Turnover Intentions: The role of resilience and job stress</p>	<p>Cevat Tosun, George Washington University; Omar Parvez, Eastern Mediterranean University; Yasin Bilim, Necmettin Erbakan University</p> <p>Kawon Kim, Dan Jin and Robin DiPietro, all of University of South Carolina</p> <p>Han Chen, University of New Orleans; Rui Qi, University of Memphis</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 11</p> <p>Service Management &amp; Marketing</p>	<p>From Hospitality Basics to Customer Value and Memorable Experiences: Evidence from online c reviews of the major cruise line corporations</p> <p>Human versus Technology Provider Smiles: Not all smiles are equal</p> <p>Post-Service Failure Complaint Handling to Brand Credibility During a Pandemic: A study of hotels and airlines</p>	<p>Genna Demydyuk, Leiden University; Mats Carlbäck, Orebro University</p> <p>Yeonjung Alice Kang and Melissa Baker, both of University of Massachusetts, Amherst</p> <p>Faizan Ali, University of South Florida; Dahlia El-Manstrly, Sheffield University</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 12</p> <p>Tourism</p>	<p>Social Media Diplomacy Effects on Global Travel "Restricted" by Purpose of Travel</p> <p>Does Destination Brand Identity Mediate the Association between Destination Brand Experience and Behavioural Intentions?</p> <p>Mindfulness-Themed Airbnb Online Experiences: Storytelling Strategies of the Online Hosts</p>	<p>Carl Boger, Agnes Defranco L., Je'Anna L. Abbott and Mahsa Bitaab, all of University of Houston</p> <p>Thivyaashani Sivasubramaniam, University of Colombo; Dushan Jayawickrama, University of Sri Jayewardenepura</p> <p>Yue Darcy Lu and Yao-Chin Wang, both of University of Florida</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 15</p> <p>Symposium Roundtable</p>	<p>ICHRIE Research Reports: Preparing Submissions</p> <p>Writing Tenure Review External Letters</p>	<p>Nicholas Thomas, Lisa Young and Chris Roberts, all of DePaul University</p> <p>Chris Roberts and Misty Johanson, both of DePaul University; Linda Shea, University of Massachusetts, Amherst</p>

<b>2:00PM – 3:00PM</b> Meeting Room 16	Sourcing CMBS data for property-level financial research	Amrik Singh, University of Denver
Symposium Workshop	The Toilet Paper Effect: A Hospitality and Tourism Supply Chain Management Workshop	Po-Ju Chen, North Carolina Central University; Li-Chun Lin, Montclair State University
<b>3:15PM – 4:15PM</b> Potomac Salons 2 & 3	Education Committee Special Presentation: Designing the Future of Education	Interactive workshop led by the Education Committee
<b>3:15PM – 4:15PM</b> Meeting Room 5	Past Presidents' Session	Joy Dickerson, Delaware County Community College
<b>1:00PM – 2:00PM</b> Meeting Room 6	Hospitality Industry Project Management SIG Meeting	Tim Flohr, University of Memphis
<b>3:15PM – 4:15PM</b> Meeting Room 13	ICHRIE Research Reports Editorial Meeting	Nicholas Thomas, Lisa Young and Chris Roberts, all of DePaul University
<b>RESEARCH PRESENTATIONS</b>		
<b>3:15PM – 4:15PM</b> Meeting Room 8	Does Location Matter for U.S. Hotels? Geographic Patterns in Customer Service Experience and Satisfaction Using Exploratory Spatial Analysis with Hospitality Big Data	Minwoo Lee, University of Houston; Jinwon Kim, University of Florida; Hyejo Shin, Hong Kong Polytechnic University; Miyoung Jeong, University of South Carolina
Lodging	The Effect of Add-on Pricing on Consumer Behavior in the Lodging Industry	Yunmei Bai, Chun-Hung Tang and Alei Fan, all of Purdue University
	An Application of Protection Motivation Theory to Understand Travelers' Consideration of Others and Support for Vaccination Requirements Prior to Travel	Courtney Suess, Jay Maddock and Omar Youssef, all of Texas A&M University
<b>3:15PM – 4:15PM</b> Meeting Room 9	Economic Contribution of LeFleur Museum District in Hinds County, Mississippi	Sungsoo Kim and Yongjoon Bae, both of University of Southern Mississippi; James Dombrosky, Slippery Rock University
Tourism	The Importance of Location in Restaurant Delivery Operation: Exploring geo-spatial factors and operational characteristics	Sung In Kim and Jaewook Kim, both of University of Houston; Jewoo Kim, Iowa State University
	Psychological ownership in the access-based service context: A comparative assessment of hotels and Airbnb	Jing Li, Texas Tech University; Hyunsu Kim, University of South Carolina; Kevin Kam Fung So, Oklahoma State University
<b>3:15PM – 4:15PM</b> Meeting Room 10	Brand Extension as a Growth Strategy: Fred Harvey and Santa Fe Railroad's Development of Tourism in U.S. Southwest	Robert Ford and David Kwun, both of University of Central Florida; David Van Fleet, Arizona State University
Marketing	Irrelevant Attributes and Consumers' Evaluation: Preference difference between Joint and Separate Evaluations in the hotel booking context	Xingyu Huang and Monica Wadhwa, both of Temple University
	How Consumers' Mindset and Information Influence Their Evaluations for Pro-environmental Hotels	Nan Xue and Elisa Chan, both of The Chinese University of Hong Kong

<p><b>3:15PM - 4:15PM</b> Meeting Room 11</p> <p>Tourism</p>	<p>An Interaction Effect of Celebrity Endorsement and Self-Expansion on Destination Image: An application of Meaning Transfer Model</p> <p>Can Virtual Tours Provide Authentic Experiences? A Qualitative Inquiry of Online Tour Experiences</p> <p>The Role of Volunteers in Sustainable Rural Community Development</p>	<p>SoJung Lee and Eunha Jeong, both of Iowa State University</p> <p>Naoko Yamada, Kanazawa University</p> <p>SoJung Lee, Iowa State University; Jichul Jang, Kansas State University; Miran Kim, Michigan State University; Linda Niehm, Iowa State University</p>
<p><b>3:15PM - 4:15PM</b> Meeting Room 12</p> <p>Human Resources</p>	<p>Money or Fit? The Tradeoff of Intrinsic and Extrinsic Stimuli in Hospitality Managers' Job Choice Decision</p> <p>The Great Hospitality Worker Exodus: A qualitative study</p> <p>Crisis Communication and Furloughed Hotel Employees' Intention to Stay: The role of perceived organizational support</p>	<p>Alan Yen and Kwang-Ho Lee, both of Ball State University</p> <p>Andrew Moreo, Trishna Mistry, Imran Rahman and Lisa Cain, all of Florida International University</p> <p>Han Chen, Tabitha Chapital and Yvette Green, all of University of New Orleans</p>
<p><b>3:15PM - 4:15PM</b> Meeting Room 15</p> <p>Symposium Workshops</p>	<p>Recent Lawsuits against Hotels, Restaurants and Casinos: Learn from Others' Mistakes!</p> <p>Case Study Hotel Maverick</p>	<p>Karen Morris, Monroe Community College</p> <p>Britt Mathwich, Colorado Mesa University</p>
<p><b>3:15PM - 4:15PM</b> Meeting Room 16</p> <p>Symposium Workshops</p>	<p>African American Faculty Representation in Hospitality Programs</p> <p>The She-session and a Look toward She-recovery</p>	<p>Abigail Foster and Miranda Kitterlin-Lynch, both of Florida International University</p> <p>Lisa Cain and Miranda Kitterlin, both of Florida International University</p>
<p><b>4:30PM - 5:30PM</b> Meeting Room 5</p>	<p>Beverage SIG Meeting</p>	<p>Adam Carmer, University of South Florida, Sarasota-Manatee</p>
<p><b>4:30PM - 5:30PM</b> Meeting Room 6</p>	<p>CHRIE FutureFund™ Committee Meeting</p>	<p>Godwin-Charles Ogbeide, Purdue University Northwest</p>
<p><b>4:30PM - 5:30PM</b> Meeting Room 8</p>	<p>Cruise Management SIG Meeting</p>	<p>Fred DeMicco, Northern Arizona University</p>
<p><b>4:30PM - 5:30PM</b> Meeting Room 9</p>	<p>Travel &amp; Tourism SIG Meeting</p>	<p>Jennifer Forney, SUNY Jamestown Community College</p>
<p><b>4:30PM - 5:30PM</b> Meeting Room 10</p>	<p>Bylaws Committee Meeting</p>	<p>Tassie Pippert, James Madison University</p>
<p><b>4:30PM - 5:30PM</b> Meeting Room 11</p>	<p>Program Development After the Pandemic: Credit and community education programing to meet industries needs</p>	<p>David Schweiger, Northampton Community College</p>

<b>SATURDAY, AUGUST 6, 2022</b>		
<b>7:00AM – 8:00AM</b> Location - TBA	Morning Workout	
<b>7:30AM – 4:15PM</b> Anacostia Registration	Registration	
<b>8:00AM – 9:00AM</b> Anacostia Ballroom	Breakfast	
<b>9:00AM – 10:15AM</b> Potomac Salons 2 & 3	Keynote—More information to come	
<b>10:20AM – 10:50AM</b> Potomac Salons 2 & 3	Industry Insight—More information to come	
<b>10:55AM -11:25 PM</b> Potomac Salons 2 & 3	Industry Insight—More information to come	
<b>Education &amp; Innovation Center (Anacostia Ballroom)</b>		
<b>11:30AM – 2:00PM</b>	Education & Innovation Center Open with Vendor Showcases	
<b>11:30AM – 2:00PM</b>	Career Fair	
<b>11:30AM – 2:00PM</b>	Publisher’s Place Open	
<b>12:00PM – 1:00PM</b>	Lunch	
<b>1:00PM – 2:00PM</b>	Poster Sessions	
<b>1:00PM – 2:00PM</b>	Networking	
<b>Poster Presentations (Anacostia Ballroom)</b> <b>1:00PM – 2:00PM</b>		
1A Education	Have We Measured What We Are Supposed to Measure? A Teaching Evaluation Survey	Hyunsuk Choi, California State University Sacramento; Chang Huh, Niagara University; Myong Jae Lee, Cal Poly Pomona; Seunghyun Kim, Michigan State University
2A Education	Human Trafficking in the Hospitality Industry Exploring Student Moral Self-Influence on Activism: The role of curriculum deficit	Emmanuella Owens, Alecia Douglas and David Martin, all of Auburn University
3A Education	Hospitality Industry Talent Acquisition in a Post-COVID-19 World	W. Clarke Griffin, Concordia University Wisconsin
4A Events	Event Impacts and their Relationship with Rural Residents’ Well-Being	Xu Li, South Dakota State University
5A Events	Perceived Inclusion at Events: Scale development and validation	Jinyoung Im, Oklahoma State University; Haemi Kim, University of Alabama
6A Foodservice	Consumer Perceptions of Food Safety in Ghost Kitchens	Yuan Li and Tony Kim, both of James Madison University
7A Foodservice	Masks, Gloves, or Server Robots? Factors Influencing Consumer Health Risk Perceptions and Behavioral Intentions of In-Restaurant Dining	Karen Byrd and Alei Fan, of Purdue University; Eunsol Her, Siksins Corporation; Yiran Liu, Stephen Leitch and Lucheng Wang, all of Purdue University
8A Foodservice	What Helps and Hinders Farm-to-Restaurant Sourcing in the United States	Lisa Slevitch, Oklahoma State University

9A Foodservice	The Effect of Visual Cues on Sustainable Consumer Behavior on Online Food Ordering Platform	Ju Yeon Shin, Eojina Kim and Manisha Singal, all of Virginia Tech
10A Foodservice	Consumer Centricity: An analysis of post-pandemic abandonment of sustainable operation practices within the restaurant industry	Andrew Nettels and Muhittin Cavusoglu, both of Northern Arizona University
11A Foodservice	"I Should Have Adhered to the Other Option": The interplay between information source for choice-making and companion influence in a regrettable dining experience	Demi Shenrui Deng, Soobin Seo, Robert J. Harrington and Rhonda K. Hammond, all of Washington State University
12A Foodservice	Exploring Food Container Attributes to Build Positive Green Image for Restaurant Customers that Order Takeout of Delivery: A conjoint analysis approach	Eunmin Hwang, University of South Alabama
13A Human Resources	Warmth and competency: Investigating the Bamboo Ceiling in the Service Industry	Phil Jolly, Penn State University; Lindsey Lee, Temple University; Heyao Yu, Penn State University
14A Human Resources	Supporting Restaurant Employee Well-being During and Post Crisis	Anish Parikh, Montclair State University; Susan Gordon, Purdue University
1B Human Resources	A Multilevel Investigation of the Impact of Error Management Culture on Restaurant Employees Voice	Yidan Huang, Amit Sharma and Heyao Chandler Yu, all of Penn State University
2B Information Technology	Negotiating Travel Constraints Through Virtual Reality Tourism: The moderating role of self-efficacy	Chunhao Wei and Alecia Douglas, both of Auburn University
3B Information Technology	The Usability of Bartender Powered by Artificial Intelligence: A case study of the world's first interactive robot bartender, Cecilia.ai	Lan Lu and Jinlin Zhao, both of Florida International University
4B Lodging	Effective Communication as a Strategy to Enhance Hotel Performance: A literature review	Naomy Mwaurah, Boma International Hospitality College
5B Lodging	Agglomeration Benefits and the Performance-Survival Paradox among Short-Term Lease Accommodations	Simone Bianco, Huihui Zhang and Florian Zach, all of Virginia Tech
6B Marketing	Exploiting Cognitive Bias in Online Travel Purchase: The Influence of deceptive eCommerce practices on consumers' perceived benefits and intent to purchase	Souji Gopalakrishna Pillai, Alecia Douglas and Chunhao Wei, all of Auburn University
7B Marketing	Too Good to Be True? The Prevalence of Deep Discounts across Channels and Customers' Reluctance to Book	Ling Ling and Zvi Schwartz, both of University of Delaware
8B Service Management & Marketing	Effect of Robot Dominance and Technology Familiarity on Employee Satisfaction	Shiyi Yang and Soobin Seo, both of Washington State University
9B Service Management & Marketing	Service Environments and Customer Well-being in Neighborhood Hospitality Services: Social and geographical approach	Seunghyun Kim and JaeMin Cha, both of Michigan State University; Jin-Won Kim, University of Florida
10B Service Management & Marketing	Service Encounter Research: An integrative bibliometric review	Yeonjung Alice Kang and Melissa Baker, both of University of Massachusetts, Amherst; Tiffany Legendre, University of Houston

12B Tourism	Effect Digital Learning on Big Data Concept of Enhancing Students' Hard and Soft Capabilities	Chih-Hsing Liu, National Kaohsiung University Of Technology And Science; Jeou-Shyan Horng, Shih Chien University; Sheng-Fang Chou, Tai-Yi Yu, and Yung-Chuan Huang, all of Ming Chuan University; Yen-Ling Ng, National Kaohsiung University Of Technology And Science
13B Tourism	New Paradigm for Managing Unsustainable tourism in World Heritages: Cappadocia Area Presidency in Turkey	Tugce Ucar Maurer, Maltepe University; Cevat Tosun, George Washington University; Engin Eyup Eyuboglu, Istanbul Technical University
14B Tourism	Economic Impacts of Legalized Sports Betting: The case of Biloxi, Mississippi	Yongjoon Bae and Sungsoo Kim, both of University of Southern Mississippi; James Dombrosky, Slippery Rock University
<b>2:00PM – 3:00PM</b> Meeting Room 8	Research Marathon	
<b>2:00PM – 3:00PM</b> Meeting Room 9	Historically & Predominantly Black Colleges & Universities (HBCU) SIG Meeting	Berkita Bradford, Virginia State University
<b>2:00PM – 3:00PM</b> Meeting Room 10	Community Colleges & Secondary Schools SIG Meeting	David Schweiger, Northampton Community College
<b>2:00PM – 3:00PM</b> Meeting Room 11	Awards Committee Meeting	Joy Dickerson, Past President
<b>RESEARCH PRESENTATIONS</b>		
<b>2:00PM – 3:00PM</b> Meeting Room 12  Lodging	When are Customers Willing to Pay a Premium Price for Hotel's Biophilic Design? Exploring the -  Understanding the Influence of Accommodations and 3rd-party Social Support on Medical Travelers' Loneliness, and Perceived Healing  Hotel Add-on Pricing Strategy under Dual Channel Competition	Rachel H. Lee, Minjung Shin and Tiffany S. Legendre, all of University of Houston  Courtney Suess and Omar Youssef, both of Texas A&M University; Tarik Dogru, Florida State University; Makarand Mody, Boston University  Yunmei Bai, Chun-Hung Tang and Jiong Sun, all of Purdue University
<b>2:00PM – 3:00PM</b> Meeting Room 13  Human Resources	The Relationship between Whole vs. Part Destination Images: A close look from the perspective of Spreading Activation Theory  Coworker Support as a Moderator of the Relationship Between Abusive Supervision, Employee Embeddedness, and Turnover Intention	Huimin Liu, Temple University; Kun Lai, Sun Yat-Sen University; Xiang Li, Temple University  Susan Gordon, Purdue University; Phil Jolly, Penn State University



<p><b>2:00PM – 3:00PM</b> Meeting Room 14</p> <p>Tourism</p>	<p>How Hoteliers Promote Sustainable Marketing on Instagram?</p> <p>The Anxiety is Real! An Investigation of Travel Anxiety and Travel Behaviors Amidst the COVID-19 Pandemic</p> <p>Rethinking Interorganisational Cooperation among SMEs – A Conceptual Analysis of Competition</p>	<p>Jeou Shyan Horng, Shih Chien University; Chih Hsing Liu, National Kaohsiung University of Science &amp; Technology; Sheng Fang Chou, Ming Chuan University; Tai Yi Yu, Ming Chuan University; Da Chian Hu, Shih Chien University</p> <p>Forest Ma, Swechchha Subedi and Robin DiPietro, all of University of South Carolina</p> <p>Julia Lenz and Ralf Burbach, both of Technological University Dublin; Stefan Jooss, Cork University Business School; Claudia Eckstaller, University of Applied Sciences Munich</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 15</p> <p>Symposiums Roundtable</p>	<p>Can the Case Study Method Provide the Right Mix of Teaching and Research?</p> <p>What Happened to the “So What” in Hospitality Research?</p>	<p>Li-Chun Lin, Montclair State University; Po-Ju Chen, North Carolina Central University; Eve Ren, Macao Institute for Tourism Studies</p> <p>Sandra Sun-Ah Ponting; San Diego State University; Miranda Kitterlin-Lynch, Florida International University</p>
<p><b>2:00PM – 3:00PM</b> Meeting Room 16</p> <p>Symposiums Workshops</p>	<p>Experimental Research in Hospitality Management and Tourism: Editorial board members’ opinions</p> <p>Redefining Sport Tourism to Create a Greater Tourism Impact</p>	<p>Xi Leung, University of North Texas; Lawrence Fong, University of Macau; Anna Mattila and faug Xue, both of Penn State University</p> <p>Heather Lewis and Nicole Sellars, both of Troy University</p>
<p><b>3:00PM – 4:00PM</b> Meeting Room 8</p>	<p>SIG Council Meeting</p>	<p>Donna Albano, Stockton University</p>
<p><b>3:00PM – 4:00PM</b> Meeting Room 14</p>	<p>Strategic Planning Committee Meeting</p>	<p>Chrystel Masdupuy, Institut Paul Bocuse</p>
<p><b>3:00PM – 4:00PM</b> Meeting Room 6</p> <p>Symposium Workshop</p>	<p>Enhancing HTM Students’ Understanding of Effective Employment Negotiation Practices</p> <p>Understanding Diversity, Equity, and Inclusion within Hospitality Education</p>	<p>Michael Sciarini and Kristen Jack, both of Grand Valley State University</p> <p>Donald Schoffstall, Johnson &amp; Wales, Charlotte; Brian Barker and Miranda Kitterlin-Lynch, both of Florida International University</p>
<p><b>3:00PM – 4:00PM</b> Meeting Room 13</p> <p>Symposiums Workshops</p>	<p>Thought Leadership Integrated in Hospitality Business Education</p> <p>Conference Voluntourism: Creating Educational Impact in Washington D.C.</p>	<p>Robert M. O’ Halloran, East Carolina University</p> <p>Stuart Levy, George Washington University</p>
<b>BEST CONFERENCE PAPER PRESENTATIONS</b>		
<p><b>3:00PM – 4:00PM</b> Meeting Room 5</p> <p>Foodservice Lodging</p>	<p>Virtual Kitchen or Physical Restaurant: Consumer’s choice based on causal attribution and power</p> <p>The Impacts of Trust and Culture on the Acceptance of AI Hospitality Robots – Meeting Oscar</p>	<p>Xi Leung, University of North Texas; Ruiying Cai, Colorado Mesa University; Huiying Zhang and Billy Bai, both from University of Nevada, Las Vegas</p> <p>Oscar Hengxuan Chi, University of Florida; Christina G. Chi and Dogan Gursoy, both of Washington State University</p>

RESEARCH PRESENTATIONS		
<p><b>3:00PM – 4:00PM</b> Meeting Room 8</p> <p>Foodservice</p>	<p>Assessing the Disparity between Well-Established and Newly Established Markets for a Family Restaurant Chain in Japan</p> <p>The Normative Shift, Social Exchange, and Guanxi Development: Sustainability and Chinese B2B banquets</p> <p>Understanding Customers' Sustainable Behaviors in Restaurants' Social Media Communities: An application of identity theories</p>	<p>Tadaaki Nakamura and Yutaka Ogawa, both of Saizeriya Co., LTD.; Ippeita Dan and Yasushi Kyutoku, both of Chuo University; Alan Yen, Ball State University</p> <p>Anni Ding and Tiffany Legendre, both of University of Houston</p> <p>Yoon Jung Jang, Woosong University; Eojina Kim, Virginia Tech</p>
<p><b>3:00PM – 4:00PM</b> Meeting Room 9</p> <p>Human Resources</p>	<p>The Impact of Customer Incivility on Restaurant Employee in Light of COVID-19 Vaccination Mandate</p> <p>Inclusive Leadership in Hospitality and Tourism Firms: A systematic review of 20 years</p> <p>To Speak Up or Remain Silent: The double-edged effects of trust and felt trust</p>	<p>Bora Kim, University of Surrey; Heyao Chandler Yu, Yidan Huang and Seoki Lee, all of Penn State University</p> <p>Ashokkumar Manoharan, Flinders University; Juan Madera, University of Houston; Manisha Singal, Virginia Tech</p> <p>Yung-Kuei Huang, National I-Lan University; Linchi Kwok, Cal Poly Pomona; Ning-Kuang Chuang, Kent State University</p>
<p><b>3:00PM – 4:00PM</b> Meeting 10</p> <p>Information Technology</p>	<p>A Systematic Literature Review of Topic Modeling in Hospitality and Tourism Research</p> <p>Discovering the Untold Story of Older Adults' Technology-Driven Service Experience: An integrated approach of socioemotional selectivity and appraisal and coping theories</p>	<p>Wenqi Wei and Irem Onder, both of University of Massachusetts, Amherst</p> <p>Hyekyung Park, Minwoo Lee, Fei Hao and Ki-Joon Back, all of University of Houston</p>
<p><b>3:00PM – 4:00PM</b> Meeting Room 11</p> <p>Lodging</p>	<p>Visitors' Green Hotel Adoption: A mixed method approach</p> <p>The Healing Factor: Creating favorable customer experiences in hospitals</p>	<p>Tanmay Sharma, University of Guam; Joseph S. Chen, Indiana University</p> <p>Elyria Kemp, University of New Orleans; Cassandra Davis, Wayne State University; Julie Trivitt; Heartland Forward; Kim Williams, University of North Texas</p>
<p><b>3:00PM – 4:00PM</b> Meeting Room 12</p> <p>Service Management &amp; Marketing</p>	<p>Robot vs. Human as Chefs, Hosts, and Servers at Restaurants: A Role Theory Perspective</p> <p>How Misbehavior Affects Us All: Correcting customer misbehavior from problem and observing customer perspectives</p> <p>Maximizing Restaurants' Competitive Advantage through Innovative Financial Indicators under Violate Market Environment: An exploratory study</p>	<p>Yao-Chin Wang, University of Florida; Hanqun Song, University of Bradford; Huijun Yang, Macao Institute for Tourism Studies; Emily Ma, University of Massachusetts, Amherst</p> <p>Misun Sunny Kim and Melissa Baker, both of University of Massachusetts, Amherst</p> <p>Wenfang Liu and Jaewook Kim, both of University of Houston; Jewoo Kim, Iowa State University</p>

<b>FEDERATION MEETINGS – all attendees welcome to attend their federation gathering!</b>	
<b>4:15PM – 5:15PM</b> Meeting Room 8	NENA Federation Meeting
<b>4:15PM – 5:15PM</b> Meeting Room 9	West Federation Meeting
<b>4:15PM – 5:15PM</b> Meeting Room 10	SECSA Federation Meeting
<b>4:15PM – 5:15PM</b> Meeting Room 11	Central Federation Meeting
<b>4:15PM – 5:15PM</b> Meeting Room 12	APacCHRIE Federation Meeting
<b>4:15PM – 5:15PM</b> Meeting Room 13	EuroCHRIE Federation Meeting
<b>COME CELEBRATE WITH US! It's Our 75<sup>th</sup> Anniversary Party!</b>	
<b>6:00PM – 6:30PM</b> Parlors 2 & 3	Pre-Celebration Reception
<b>6:30PM – 10:0PM</b> Parlors 2 & 3	75 <sup>th</sup> Celebration Dinner & Gala