

2023 Annual ICHRIE Summer Conference
Schedule of Events
(subject to change)

TUESDAY, 18 JULY 2023		
10:30AM – 12:00PM Desert Suite VIII	Board of Directors Meeting, morning	
12:00PM - 1:00PM Desert Suite VIII	Board of Directors Lunch	
1:00PM – 5:00PM Desert Suite VIII	Board of Directors Meeting, afternoon	
6:00PM – 8:00PM TBA	Board of Directors Dinner	
WEDNESDAY, 19 JULY 2023		
9:00AM – 12:00PM Grand Canyon 5	Research Marathon	
9:00AM – 12:00PM Grand Canyon 3	Dissertation Competition Workshop	
9:00AM – 12:00PM Wildflower A/B	Deans, Directors & Programs Leads Session (invitation only)	
12:15PM – 1:15PM Wildflower A/B	Deans, Directors & Programs Leads Lunch (invitation only)	
1:30PM – 3:30PM Wildflower A/B	SHARE Update Emphasizing Data for Research and the Classroom	
1:30PM – 2:30PM Symposiums		
Grand Canyon 1 Roundtable	So You Wanna Be a Department Chair Director? Opportunities for Leadership Career Paths	Eric Olson, Metropolitan State University of Denver and Lisa Young, DePaul University
Grand Canyon 2 TEACHING	Teaching Excellence: Enhancing Faculty's Delivery of Course Content Through Innovative Teaching Practices	Karen Byrd and Susan Gordon, both of Purdue University
Grand Canyon 3 TEACHING	Technology Advancement for the Hospitality Industry: Voice-Based Ordering	Scott Epskamp, VoiceOver Solutions; Frederick De Micco, Northern Arizona University; Muhittin Cavusoglu, University of South Florida; and Robert Borchardt, VoiceOver Solutions
Grand Canyon 4 ROUNDTABLE	Are Students Prepared for Teamwork?	Andrea White-McNeil, Bethune-Cookman University
Grand Canyon 5	Artificial intelligence (AI) in the events industry: Advanced Practices and Revolutions	Rayven Crisafulli and Rachel J.C. Fu, both of University of Florida
Desert Suite VII	Education Session #1	
Desert Suite VIII	University-Industry Partnerships: Connecting tourism students to organizational leaders	Dan Plunkett, University of Wisconsin, La Crosse and Nichole Hugo, Eastern Illinois University

1:30PM – 2:30PM | Research Presentations & SIG Meetings/Presentations

Desert Suite II Education	Students' Perceptions of Group Projects in the Hospitality and Tourism Discipline	Cynthia Deale and Seung Hyun Lee, both of East Carolina University
	Racial Equity within Hospitality Faculties: Does it even matter?	Carl A. Boger Jr., University of Houston; Berkita S. Bradford, Virginia State University; Annette W. Goh, University of Houston; and Jarelyn Dunmars, University of Houston
	Bibliometric Research on Governance-related Research in Hospitality and Tourism	Swechchha Subedi and Marketa Kubickova, both of University of South Carolina
Desert Suite III Events Club Management	Understanding the Effects of Value Co-Creation Strategies on Event Attendees' Citizenship Behaviors: The roles of Sense of Empowerment, Psychological Ownership and Previous Experience	Xingyi Zhang, University of North Texas; Smita Singh, Metropolitan State University of Denver; and Jing Li, Texas Tech University
	A Bayesian Confirmatory Factor Analysis of the Perceived Private Club Members' Benefits	Millicent Njeri, University of North Texas; James Uanhoro, University of North Texas; Kim Williams, University of North Texas; Jeff Allen, University of North Texas; and Elyria Kemp, University of New Orleans
	Customer Loyalty in the Gaming Sector: An empirical study	Hazel Xu, IFTM and Pou U Lok, Macao Institute of Tourism Studies
Desert Suite IV Tourism	Understanding the Effect of Community Participation Levels on Support for Destination Competitiveness Strategies	Aatif Iqbal, Universiti Purta Malaysia; Cevat Tosun, George Washington University; Sridar Ramachandran, Universiti Purta Malaysia; and May Ling Siow, Universiti Purta Malaysia
	Trends and Patterns of Past Hospitality and Tourism Research and Future Landscape: A data science approach	Paul Phillips, University of Kent; Nuno Antonio, Universidade Nova de Lisboa; Krystin Zigan, University of Applied Sciences in Zwickau; and Said Elbanna, Qatar University
	Indulgence and Travel Post-COVID: Does willingness to use savings and/or debt matter?	Jason Draper and Agnes DeFranco, both of University of Houston
Desert Suite V Foodservice	From Platforms to Plates: The role of system and food quality in online meal kit services on brand attachment	Hyeyoon Choi, Ohio University; Woojin Lee, Arizona State University; Alireza Zolfaghari, University of Guelph; and Hs Chris Choi, University of Guelph
	Impact of Restaurant Sustainability Attributes of Menu Labels on Restaurant Green Image and Customer Attributes	Jangwoo Jo, Metropolitan State University of Denver; Hyun-woo Joung, University of Mississippi; and James Taylor, University of Mississippi
	Restaurant Revenue Management: The case for delivery pricing	Timothy Webb and Hong Soon Kim, Both of University of Delaware

Desert Suite VI	Beverage SIG Meeting	Sir Adam Carmer, University of South Florida
2:45PM – 3:45PM Symposiums		
Grand Canyon 1 ROUNDTABLE	PGA Tour vs LIV: A discussion of leading during disruption in the marketplace	Christopher Cain, University of Nevada Las Vegas and Lisa Cain, Florida International University
Grand Canyon 2 TEACHING	Teaching Students to Use ChatGPT and Other AI Tools to Improve their Skills and Extend their Learning	Betsy Stringam and Keith Mandabach, both of New Mexico State University
Grand Canyon 3	Beverage Education and Human Resources SIGs present: Ice Breaker	Sir Adam Carmer, University of South Florida and Mary Jo Dolasinki, DePaul University
Grand Canyon 4 ROUNDTABLE	Research for the Love of Research	Miranda Kitterlin, Florida International University; James Williams, University of Tennessee, Knoxville; and Donald Schoffstall, Johnson & Wales University, Charlotte
Grand Canyon 5	Hospitality Trends with Anthony Melchiorri	Suzanne Bagnera, Indian River State College and Anthony Melchiorri, Anthony Melchiorri Institute of Hospitality
Wildflower C	Meetings Outlook: Future Predictions for the Business of Meetings	Tim Lueke, MPI
Desert Suite VIII	JHTR Editorial Board Meeting	All welcome
2:45PM – 3:45PM Research Presentations & SIG Meetings/Presentations		
Desert Suite II Education Finance & Accounting Foodservice	Measurement Invariance in Hospitality Research: A warning and guidance for researchers	David Corsun and Cheri Young, both of University of Denver
	Online Crowdfunding Investors' Responses to Linguistic and Communication Factors: An investigation of restaurant startups	Chunsheng Jin, Iowa State University; Jewoo Kim, Iowa State University; and Jaewook Kim, University of Houston
	Visual Signals in Reward-Based Crowdfunding: The effectiveness of Asset Visuals	Yun Yang, Boston University; Yoon Koh, University of Houston; and Minjung Shin, University of Houston
Desert Suite III Finance & Accounting	Financial Performance and Distress in the U.S. Hotel Sector during the COVID-19 Pandemic	Amrik Singh, University of Denver
	Operational Risk Management in the Hotel Industry: A new approach	Augusto Hasman, Ecole Hoteliere de Lausanne
	The Role of Strategic Positioning on Hotel Productivity	Yoo Ri Kim, University of Surrey and Shih-Chuan Lin, Tamkang University

Desert Suite IV Foodservice	Estimating Restaurants' Unconstrained Demand: A systematic approach to reducing biased forecast accuracy measures	Jing Ma, University of Delaware
	Factors Influencing Consumers' Behavior in Buffet-Style Restaurants: An integrative framework of the NAM and TPB	Qianni Zhu and Pei Liu, both of University of Missouri
	Understanding Customer Perceptions of Service Sabotage Behavior in Restaurants	Chia-Yun Tsai, Stacy Lee, Jessica J. Yuan and Yang Zhou, all of Texas Tech University
Desert Suite V Human Resources	Managing Diversity in Hospitality Public Sector	Ashokkumar Manoharan, Flinders University
	The Impact of Leader's Trait and Episodic Envy on Abusive Supervision in Leader-Follower Dyads in the Hotel Industry	Xiaolin Shi, Hong Kong Polytechnic University; Yitong Yu, Hong Kong Polytechnic University; and Hao Shi, Tiaping College of Suzhou University of Science and Technology
	Improving Family Life Through Work: The role of work-family enrichment in work engagement and psychological well-being	Tim Self, Austin Peay State University; Phil Jolly, Penn State University; and Susan Gordon, Purdue University
Desert Suite VI	Hospitality Information Technology SIG Meeting	Thomas Schrier, Iowa State University
Desert Suite VII	Club Management SIG Meeting	Cynthia Johnson, Florida State University
4:00PM – 5:00PM Symposiums		
Grand Canyon 1 ROUNDTABLE	Exploring the Potential for Self-Perceived Employability Research in Hospitality	Cho Tin Tun Kirkpatrick, Colorado Mountain College and Jean Hertzman, New Mexico State University
Grand Canyon 2	Machine Learning in Hospitality Business Research	Tianyu Pan, Rachel J.C. Fu, Olivia Paradis, Daniel E. Capecci and Damon L. Woodard, all of University of Florida
Grand Canyon 3 TEACHING	Leveraging Innovative Strategies and Online Tools to Increase Student Engagement	Ruth Smith and Andrea White-McNeil, both of Bethune-Cookman University
Grand Canyon 4 TEACHING	Roundtable Discussion: Do Hospitality Internship Learning Assessment Methods Match Learning Objectives, Activities, Outcomes and do they match program outcome requirements?	Keith Mandabach, New Mexico State University and Britt Mathwitch, Colorado Mesa University
Grand Canyon 5	Employing the Delphi Technique to Engage a Small Group of Subject Experts	Carole Sox and Sheryl F. Kline, both of University of Delaware
4:00PM – 5:00PM Research Presentations & SIG Meetings/Presentations		
Grand Canyon 1 Tourism	The Influence of Childhood Socioeconomic Status on Compensatory Travel Behavior	Joo Young Kim, Kyung Hee University; Jungkeun Kim, Auckland University of Technology; and Chulmo Koo, Kyung Hee University
	Placemaking in the Hospitality and Tourism Industries: A case of Assembly Row	Caryn Pang, Hult International Business School and Eulanda Sanders, Iowa State University

	Examining the Modification of Tourism Destination Image: Evidence from the Itaewon Disaster in South Korea	Eunji Lee, Kyung Hee University; Joonil Yoo, Kyung Hee University; Taekyung Kim, Kwangwoon University; and Chulmo Koo, Kyung Hee University
Grand Canyon 2 Human Resources	Micro Corporate Social Responsibility in the Hospitality Industry: A meta-analytic synthesis Leadership Barriers for Women Working in the Event Industry	Dustin Maneethai, Frankie Torres, Alberto Beiza and Juan Madera, all of University of Houston Trishna Mistry, University of South Florida; Brianna Clark, High Point University; and Jessica Wiitala, High Point University
Grand Canyon 3 Lodging	From Restorative Environment to Consumer's Subjective Well-Being: A study of a wellness and spa resort Time Spent in a Central Florida Timeshare Resort: Is there a correlation between distance to the resort and length of stay? Creating a Shared Vision Between Top Management and Staff: The case of the Fairmont Hotel (Mecca)	Yu Chih Huang, National Chi Nan University; Chun-Chu Chen, Washington State University Vancouver; Chiao Yun Chien, National Chi Nan University; and Lan Lan Chang, Asia University Jeffery Kreeger, Central Connecticut State University; Scott Smith, University of South Carolina; and Badr Badraoui, University of South Carolina Stefano Borzillo, EHL Hospitality Business School and Salem Alshahrani, The Fairmont Hotel / EHL Hospitality Business School
Grand Canyon 4	Hospitality Sales & Marketing + Revenue Management SIGs Joint Presentation with Speaker <i>Creating a 'Commercial' Mindset: Reimagining the Commercial Arm of the Hospitality Curriculum</i>	Speaker: Breffni Noone, Penn State University Chairs: Bob Gilbert, HSMAI & Tim Webb, University of Delaware
Wildflower C	Cruise Management SIG Meeting	Fred DeMicco, Northern Arizona University
Desert Suite V		
Desert Suite VII	Hospitality Programs in Business Colleges (HpBC) SIG Meeting	Faizan Ali, University of South Florida
Desert Suite VIII	JHTE Editorial Board Meeting	All welcome
4:00PM – 5:15PM Wildflower A	NEW TO ICHRIE? Join us!	
5:30PM – 6:30PM Grand Canyon 6/7	Keynote: ICHRIE's Industry Advisory Council (IAC) Hear firsthand from the recently formed council of leading hospitality industry professionals, who have committed to helping us advance the collaboration of industry and education for innovation, sustainability and prosperity. Their ideas for advancing globally one voice for hospitality, while also introducing internships, externships, and a new collaboration in education and research, will be transformational.	Kevin Carey, American Hotel & Lodging Association; Glenn Mandziuk, Sustainable Hospitality Alliance; John Rissi, ENCORE Wanda Gispert, MGM Resorts; Barb Bowden, Loews Hotels at Universal; Jennifer Cronin, Hotels in Asia Pacific & Education; Calvin Banks, Pyramid Global Hospitality Group; Jeff Morgan, Club Management Association of America (CMAA)

6:30PM – 8:00PM Grand Canyon 8	Opening Reception of the Education & Innovation Center	
8:00PM – 9:00PM Lazy River, outside	Ducks and Drinks – Join us at the lazy river for the CHRIE FutureFund™ Duck Race!	
THURSDAY, 20 JULY 2023		
7:00AM – 7:30AM Sunset Terrace/Lawn	Sound Bowl Meditation	Additional Information to Come
7:00AM – 8:00AM Grand Canyon Pre-Function	Breakfast	
8:00AM – 5:00PM North Registration	Registration Open	
8:00AM – 8:20AM Grand Canyon 6/7	Opening & Awards Presentation	
8:20AM – 9:20AM Grand Canyon 6/7	Tuesday Keynote	More information to come
9.20 – 9:30AM	Break	
9.30 – 10:15AM Grand Canyon 6/7	Deep Dive	
Education & Innovation Center (Grand Canyon 8)		
10.15AM – 1:15PM	Education & Innovation Center Open with Vendor Showcases	
11:45AM – 1:15PM	Lunch	
1:20PM – 1:30PM Grand Canyon 6/7	Award Presentations	
1:30PM – 2:30PM Grand Canyon 6/7	General Session	
2:45pm – 3:45PM Symposiums		
Grand Canyon 1 ROUNDTABLE	Developing an innovative curriculum for a BSc hospitality program in Switzerland	Thorsten Merkle and Thomas Bratschi, both of ZHAW Zurich University of Applied Sciences
Grand Canyon 2	Tenure and Promotion: Preparing the tenure package and the personal statement	Chris Roberts, Misty Johanson and Lisa Young, all of DePaul University
Grand Canyon 3 TEACHING	Re-envisioning Capstone Courses in Hospitality Management Programs	Timothy Flohr, University of Memphis
Grand Canyon 4 TEACHING	ChatGPT: Concerns and recommendations for hospitality and tourism education	Godwin-Charles Ogbeide, Metropolitan State University of Denver
Grand Canyon 5	Gateways and Barriers to Recruiting Minorities within the Hospitality Discipline	Berkita Bradford, Virginia State University; Carl A. Boger Jr., University of Houston; and Jarelyn Dunmars, University of Houston
Desert Suite VII	Education Session #2	

Desert Suite VIII TEACHING	Design and Development Tools to Assist Faculty in Migrating from Traditional Learning to Microlearning	Mary Jo Dolasinski and Joel Reynolds, both of DePaul University
2:45pm – 3:45PM Research Presentations & SIG Meetings/Presentations		
Desert Suite II Events	<p>Making the Invisible Visible: A case study of indoor air quality assessment in hotel ballrooms during an academic conference</p> <p>Tourists' Motivation and Experience for attending Native American Festivals: The role of food and tribal affiliation</p> <p>From Event-goers to Event Advocates: How perceived value shapes intentions to share experiences in the event industry context</p>	<p>Howook Sean Chang, Florida International University; Bianca Louise Del Castillo, California State Polytechnic University, Pomona; Zhou Xing, California State Polytechnic University, Pomona; Xiyao Song, California State Polytechnic University, Pomona; and Kevin Cho, Awair</p> <p>Chen-Wei Willie Tao, Oklahoma State University; Kiyan Shafieizadeh, Metropolitan State University of Denver; and Kyongsik Sung, Oklahoma State University</p> <p>Ayman Harb, University of Jordan; Mansour Alansari, King Abdulaziz University; Hadeel Yaseen, University of Jordan; and Fawwaz Alhammad, Al-Balqa Applied University</p>
Desert Suite III Foodservice	<p>Enhancing Restaurant Demand Forecasting: A Data Disaggregated Approach using Cointegration Time Series Analysis</p> <p>Neurodiversity in Restaurants: Learning from families of children with Autism Spectrum Disorder</p> <p>The Influence of Empathy on Food Allergy Training Effectiveness: An Experimental Study with Foodservice Employees in the U.S.</p>	<p>Rachel Yueqian Zhang and Chun-hung Tang, both of Purdue University</p> <p>Jooyeon Ha, San Jose State University and Kwangsoo Park, North Dakota State University</p> <p>Han Wen, University of North Texas and Heyao Yu, Penn State University</p>
Desert Suite IV Human Resources	<p>The Effect of Media Coverage on Hospitality Employees' Aging Stereotype and Intention to Work with Seniors</p> <p>Virtual Incivility in the Hospitality Industry: A multi-dimensional analysis of its Impact on employees' job stress and emotional exhaustion</p> <p>Employees' Dehumanization of Customers: The negative impact of mobile orders and the moderating role of customer orientation</p>	<p>Yunying Zhong, University of Central Florida; Xi Leung, University of North Texas; and Jie Sun, California State Polytechnic University, Pomona</p> <p>Edwin Torres, Rochester Institute of Technology; Trishna Mistry, University of South Florida; and Brianna Morman, University of Central Florida</p> <p>Misun Sunny Kim, University of Massachusetts - Amherst; Melissa Baker, University of Massachusetts - Amherst; and Emily Ma, University of Surrey</p>

Desert Suite V IT	Customer Co-Creation of Service Recovery in Robotic Service Encounter	Pei Zhang, California State University San Luis Obispo; Lu Lu, Temple University; Tingting Zhang, University of Central Florida and Wangoo Lee, Temple University
	Consumers' Intention to Use Autonomous Service Robots: Ethical perspective	Boyu Lin, Arizona State University; Woojin Lee, Arizona State University; Nicholas Wise, Arizona State University; Kathleen Andereck, Arizona State University; and Hwansuk Chris Choi, University of Guelph
	A Critical Review of Disruptive Digital Technology Research in Hospitality and Tourism	Jiyoung Hwang and Mehmet Erdem, both of University of Nevada Las Vegas
Desert Suite VI	Meetings, Events, Exhibitions & Convention Management (MEEC) SIG Meeting	Thomas Padron, California State University, East Bay
Grand Canyon 8	Hospitality Financial Management SIG Meeting	Amit Sharma, Penn State University
4:00PM – 5:00PM Symposiums		
4:00PM – 5:00PM Grand Canyon 1 ROUNDTABLE	AI in Hospitality and Our Moral Obligation to the Technology	Gary Deel, American Public University System and Lisa Cain, Florida International University
4:00PM – 5:00PM Grand Canyon 2 ROUNDTABLE	Illuminating the Fulbright Scholar Experience: Opportunities for hospitality, tourism, and event scholars	Eric Olson and Akbarali Thobhani, both of Metropolitan State University of Denver
4:00PM – 5:00PM Grand Canyon 3 TEACHING	The Melting Pot - Culturally Responsive Pedagogy	Ruth Smith and Andrea White-McNeil, both of Bethune-Cookman University
4:00PM – 5:00PM Grand Canyon 4 TEACHING	The Student Mental Health Crisis: Interventions for experiential educators	Jeff Lolli, Widener University; Angela Corbo, Widener University; and Donna Albano, Stockton University
4:00PM – 5:00PM Grand Canyon 5 ROUNDTABLE	Preparing Students for the Reality of Human Trafficking in the Hospitality Industry	Miranda Kitterlin, Lisa Cain and Amy Paul-Ward, all of Florida International University
4:00PM – 5:00PM Desert Suite VII	Education Session #3	
4:00PM – 5:00PM Research Presentations & SIG Meetings/Presentations		
Desert Suite III Tourism	The Spatial Distribution of Restaurant Travel in Jeju Island, South Korea	Yerin Yhee, Changkyu Lee, Jinmu Choi and Chulmo Koo, all of Hyung Hee University
	Information Communication Research in Hospitality and Tourism	Haiyang Su, Jinan University; Ying Lu, University of Kentucky; and Tong Wen, Jinan University
	Ethnic Tourism, Exploring the Factors affecting Tourists' Revisit Intention	Lan Lan Chang, Asia University
Desert Suite IV Service Management & Marketing	"The Customer is Always Right" versus "Treat Our Staff with Respect": The impact of customer incivility and firm's message on service employees	Alice Yeonjung Kang and Melissa Baker, both of University of Massachusetts – Amherst
	"I'm Here to Escape Daily Life": How technology can hinder brand image for heritage hotels	Yun-Na Park, Minjung Shin and Ki-Joon Back, all of University of Houston

	A Meta-Analysis of Servicescape's Impact on Customer Satisfaction	Peihao Wang and Laurie Wu, both of Temple University
Desert Suite II	Diversity, Equity & Inclusion SIG Presentation	Speakers: Daniel Fenton & Robert Mandelbaum Chair: Brian Barker, Florida International University
Desert Suite V	Sustainability & Innovation SIG Meeting	Sir Adam Carmer, University of South Florida
Desert Suite VI	Experiential Education SIG Presentation	Jack Samuels, Montclair State University
Desert Suite VIII	Community Colleges & Secondary Schools SIG Meeting	David Schweiger, Northampton Community College
Grand Canyon 8	Revenue Management SIG Meeting with speaker	Speaker: Andy Grinsfelder, Vice President Revenue, Sales & Marketing, Grand America Hotels & Resorts Tim Webb, University of Delaware
Award Celebration		
5:45PM – 6:15PM Grand Canyon Foyer	Pre-Awards Reception	
6:15PM - Grand Canyon 6/7	Awards Dinner and Ceremony	
FRIDAY, 21 JULY 2023		
7:00AM – 8:00AM Location - TBA	Morning Workout	
8:00AM – 3:00PM North Registration	Registration	
7:45AM – 8:45AM Grand Canyon Pre-Function	Breakfast	
8:00AM - 9:00AM Grand Canyon 6/7	Annual Business Meeting All attendees encouraged to attend and bring your breakfast	
9:00AM – 9:25AM Grand Canyon 6/7	Morning Notes & Award Presentations	
9:25AM - 10:25AM Grand Canyon 6/7	Morning Keynote	More information to come
10:30AM – 11:15AM Grand Canyon 6/7	Deep Dive	
ICHRIE EDUCATION AND COLLABORATION AFTERNOON		
11:15AM – 1:45PM	Poster Sessions	
11:30AM – 1:30PM	Career Fair	
11:30AM - 1:00PM	Lunch	
12:45PM – 1:45PM Grand Canyon 1 Community College & Secondary School	Recruiting Students Through Collaboration and Cultivation	Panelists: TBA
11:15AM – 12:00PM Poster Presentations		

EDUCATION	Exploring Sustainable Culinary Creativity Indicators through Expert Interviews	Wen-Hwa Ko, Hsin-Ling Wang and Min-Yen Lu, all of Fu Jen Catholic University
EDUCATION	Perceptions of High-Engaging Critical Learning Incidents in the Workplace: The role of learning culture and personality	Beverley Wilson-Wünsch, IU International University of Applied Sciences
EDUCATION	Supporting Individuals with Neurodiversity in the Transition from a University Setting into the Hospitality Workforce	Kelly Way, Jennifer Becnel and Nick Johnston, all of University of Arkansas
EVENTS	Exploring Determinants of Visitor's e-WOM in the Virtual Art Exhibition with an Extended ACSI Model	Yiqing Liao, Chuyao Liu and Xi Wang, all of Beijing Normal University-Hong Kong Baptist University United International College
EVENTS	Challenges and Benefits of Using Metaverse Technologies: Insights from tourism, hospitality, and event professionals	Christopher Eastment and Smita Singh, both of Metropolitan State University of Denver
EVENTS	Nice to Stay with You Again! Sustainability Embedded in Local Event Tourism Led by P2P Accommodation.	Hhye Won Shin, University of Alabama and Taeuk Jang, Purdue University
FOODSERVICE	Digitizing Healthcare Patient Nutrition Intake in Swiss Hospitals	Thorsten Merkle and Isabelle Wrase, both of ZHAW Zurich University of Applied Sciences
FOODSERVICE	The Influence of Menu and Service Innovation on Consumers' Perceived Value and Purchase Intentions: A case study for banquet halls in five-star hotels	Wen-Hwa Ko, Min-Yen Lu, Cheng-Shang Li and Shan-Shan Cheng, all of Fu Jen Catholic University
FOODSERVICE	Consideration of Kitchen Workers' Risk Factors	Joel Reynolds, DePaul University
FOODSERVICE	Innovations in Asian Restaurants: A case study	Xuan Xiao, Guangdong University of Finance & Economics and Sijie Zhou, Hong Kong Polytechnic University
FOODSERVICE	The Effect of Restaurant Attributes on Customer's Restaurant Choice	Ju Yeon Shin, Eojina Kim and Manisha Singal, all of Virginia Tech
FOODSERVICE	Menu Analysis: An attempt to combine Data Envelopment Analysis and Activity-Based Costing	Jangwoo Jo, Metropolitan State University of Denver
FOODSERVICE	Cheaper or Healthier? Investigating household food purchasing decisions on online food delivery platforms using a mixed method	Lucheng Wang and Karen Byrd, both of Purdue University
HUMAN RESOURCES	Shared Leadership and Intrinsic Job Motivation in the Hotel Industry: Mediators of organizational conflict and cynicism	Sung Woo Sim, Baekseok University; Tae Joo Park, Seoul Dragon City Hotel; and Seul Gi Park, Baekseok University
HUMAN RESOURCES	Do Inclusive Leaders Feel Included? Understanding the relationship between inclusive leadership, leader-member exchange, and leader workplace loneliness	Shashan Bao, Sydney Pons and Phill Jolly, all of Penn State University

HUMAN RESOURCES	How to Ethically Motivate and Retain Employees: Respect and the opportunity for employee development	Allen Reich, Northern Arizona University and Joseph Reich, Genpact
HUMAN RESOURCES	A Review of LGBT+ Research in Hospitality Management	Alberto Beiza and Juan Madera, both of University of Houston
HUMAN RESOURCES	Skilled Immigrant Employees on the Diversity & Inclusion Spectrum of Hotel Organizations	Hamzeh Hammadeen and Alleah Crawford, both of Auburn University
IT	Suffering from Review Fatigue? AI-powered review summaries prompt preference-congruent behavior	Wangoo Lee and Lu Lu, both of Temple University
IT	How Food Delivery Robots are Changing Work and Workplaces	Jennifer Martinez and Betsy Stringham, both of New Mexico State University
LODGING	The Role of CO2 Labeling on Chinese Consumer's Low-Carbon Hotel Selection Behavior Intention: A discrete choice experiment	Lan Lu, Florida International University
LODGING	The Planning and Development of a University-based Retirement Community(UBRC): A strategic campus opportunity	Britt Mathwich, Colorado Mesa University; Tefvik Demirciftci, Colorado Mesa University; and Frederick De Micco, Northern Arizona University
LODGING	Exploring the Impact of COVID-19 Protocols On Communication Cues between Hotel Staff and Guests in the Hospitality Industry	Damin Boroah and Neha Singh, both of California State Polytechnic University, Pomona
LODGING	Boutique Hotel Satisfaction and Recommendations: Understanding the Appeal of Boutique Hotels	Hwjin Baldick and Soocheong Shawn Jang, both of Purdue University
MARKETING	Investigation of the Determinants affecting customer's choice behavior of blind box	Xiaojie Yu, Siqing Yang and Xi Wang, all of BUN-HKBU United International College
MARKETING	SMI vs. DMO: The role of match-up video storytelling style in destination endorsement	Siqi Guo and Ning Deng, both of Beijing International Studies University
MARKETING	Could Brand.com Published Rates Help OTAs Look More Credible? The case of deep discounts	Ling Ling and Xuan Liu, both of University of Delaware
MARKETING	Guest Delight: The influence of sustainable performance and guests' perceived health and safety	Eunsil Lee, MiRan Kim and Jisun Lee, all of Michigan State University
SERVICE MANAGEMENT & MARKETING	Tipping Motivation Scale: A post-pandemic perspective	Nick Johnston, Kelly Way and Rob Powell, all of University of Arkansas, Fayetteville
SERVICE MANAGEMENT & MARKETING	Impact of Self-Service Technology on Employee Emotional Labor and Exhaustion	Anish Parikh Montclair State University and Susan Gordon, Purdue University
TOURISM	Exploring the Term "Delmarva" as a Place Brand	Linda Joyce Forristal, University of Maryland Eastern Shore and Brian Kwon Forristal, Axos Bank
TOURISM	Medical Tourism During COVID-19: Proposal for an exploratory study of	Jeff Lolli, Widener University; Shiang-Lih Chen McCain, Colorado Mesa University; and Hsu-I Huang, Southern Taiwan University

	COVID-19 vaccine tour packages in Taiwan	
TOURISM	An Evaluation System of Senior-Friendly Tourism Destination Attributes: A Chinese perspective	Pingping Hou, Hangzhou City University; Yanbo Yao, Nankai University; Hanqin Qiu, Hangzhou City University; Jing Ji, Hangzhou City University; and Carson Jenkins, Hangzhou City University
TOURISM	The Transition of the Disaster Tourist to the Voluntourist	Catherine Curtis, Florida Gulf Coast University
1:00PM – 1:45PM Poster Presentations		
EDUCATION	What Human Skills Do Hospitality Students Need in a High Touch, High Tech World	Ruth O'Rourke, Delaware County Community College; Sheryl Kline, University of Delaware; Ajay Aluri, West Virginia University; and Frederic Mayo, New York University
EDUCATION	College Students' FW Behaviour and Attitudes: Insights from Hospitality School in Bangkok	Sumeth Junsuthonpoj and Visawat Roswarn, both of Dusit Thani University
EDUCATION	Two Practitioner's Experience: Using MapsTell as a base for in class interaction in hospitality education	Beverley Wilson-Wünsch and Ulf Brackmann, both of IU International University of Applied Sciences
EDUCATION	The Conceptual Model of Online Education Programs in Hospitality and Tourism Management: Master's Programs	Heelye Park, Chanmi Hong, Hyun-Woo Joung and Eun-Kyong Choi, all of University of Mississippi
EVENTS	Esports Management: An emergent HTE Niche	Noel Criscione-Naylor and Jennifer Aarons, all of Stockton University
EVENTS	Investigating Women's Career Development in the Meetings, Conventions, and Events Industry: A qualitative approach	Sorcha O'Neill and Alleah Crawford, all of Auburn University
FINANCE & ACCOUNTING	Impacts and Benefits of LEED-certified Hotels: Perspectives from financial performance	MiRan Kim, Michigan State University; Eunsil Lee, Michigan State University; and Yoon Koh, University of Houston
FINANCE & ACCOUNTING	Wealth & Well-being: Perceptions from family-owned and diverse businesses during health, social, and economic disruptions	Sandra Sydnor, Purdue University
FOODSERVICE	Consumer Intention to Choose a Dish featuring Plant-based Meat Alternatives at a Restaurant	Yeon Ho Shin, University of Alabama; Seung Eun Jung, University of Alabama; Haemi Kim, University of Alabama; Jinyoung Im, Oklahoma State University; Hhye Won Shin, University of Alabama; and Savannah Wilson, University of Alabama
FOODSERVICE	Entrepreneur's Motivation towards Kitchen Rental Firms	Wenfang Liu and Jaewook Kim, both of University of Houston
FOODSERVICE	Food Insecurity in College Students: Access to cookware and education matter	Amy Bardwell, Jacqueline Lanier, Kerri Calvert and Joo Yee Lim, all of Illinois State University
HUMAN RESOURCES	How to Correct Customer Misbehavior: The impact of service scripts and other customers' positive feedback on role breadth self-efficacy	Misun Sunny Kim and Melissa Baker, both of University of Massachusetts

HUMAN RESOURCES	Think Leader, Think Man? The role of implicit bias in hotel promotions	Michelle Russen, California State Polytechnic University, Pomona; Mary Dawson, University of Houston; and Juan Madera, University of Houston
HUMAN RESOURCES	The Giant Hotel Corporation: Is monetary compensation the best way to agglomerate employees?	Tong Yin, Baker Ayoun and Laura Miller, all of Auburn University
HUMAN RESOURCES	Sustainable Employability among Hotel Employees: Exploration of Cross-level Model	Linliu Shu-Chuan, National Pingtung University
IT	Generation Y and Z Hotel guests' Intention to Adopt Cryptocurrency Payments	Jehun Moon, Mehmet Erdem, Ozgur Ozdemir, Hyelin Kim and Eda Anlamlier, all of University of Nevada Las Vegas
IT	Will You Collaborate with Your New Robotic Colleagues?	Yidan Huang, Amit Sharma and Heyao Yu, all of Penn State University
LODGING	Time-Inconsistency Preference in Booking Hotels: Role of quasi-hyperbolic discounting in booking timing and price options change over time	Meiying Liu, University of Delaware
LODGING	Generating and Detecting Fake Reviews and Investigating the Effects of Fake Reviews on Online Popularity and Reputation	Chunsheng Jin, Iowa State University; Jewoo Kim, Iowa State University; and Jaewook Kim, University of Houston
LODGING	Pay Attention to Competitors from All Classes –Brand Hierarchy Pricing Violation	Sung Lee, Amit Sharma and Seoki Lee, all of Penn State University
MARKETING	The Impact of Storytelling on Consumer Response to Corporate Sociopolitical Activism (CSA)	Barbara Atanga, Lavi Peng and Anna Mattila, all of Penn State University
MARKETING	Secrets of more “like”: Do personality hidden in words matter on helpfulness on the review of “safety-measure taken” restaurants?	Jie Zheng, Iowa State University; Xi Wang, BNU-HKBU United International College and Liang Tang, Iowa State University
MARKETING	A Quasi-Hyperbolic-Discounted Dedonic Utility? The case of an intertemporal choice to upgrade	Xuan Liu, University of Delaware
MARKETING	Listening is an Act of Joy and Seeing an of Belief: Testing the effects of sound and graphics on inducing affective and cognitive responses to VR experiences	Sun Hwa Kim, Montana State University and Jeeyeon Jeannie Hahm, University of Central Florida
SERVICE MANAGEMENT & MARKETING	Utilizing hospitality service innovation in senior living communities to enhance positive aging among senior living community residents	Alei Fan, Purdue University; Karen Byrd, Purdue University; and Sheryl F. Kline, University of Delaware
SERVICE MANAGEMENT & MARKETING	Exploring Relationship Quality Development in the B2B Environment: Does brand love exist?	Nick Johnston, Kelly Way and Rob Powell, all of University of Arkansas, Fayetteville
TOURISM	More than Taste: Effects of visitor's cognitive appraisal on the complete satisfaction of wine tourism	Xi Wang, Beijing Normal University-Hong Kong Baptist University; Jie Zheng, Iowa State University; Xiaobao Dong, Tianjin State College; Zihan Yi, Beijing Normal University-Hong Kong Baptist University; and Jiaxuan Song, Beijing Normal University-Hong Kong Baptist University
TOURISM	Exploring Surf Tourism as a Funding Source for Conservation, and Marine Spatial Planning in the Azores Archipelago	Jess Ponting, San Diego State University

TOURISM	The Use of Virtual and Augmented Reality Applications in Hotels: Memorable Tourism Experience and Revisit Intention through Hedonic Wellbeing	Hülya Akdemir Cengiz, Karabuk University and Mahmood Khan, Virginia Tech
TOURISM	Age, Life Stage and Generational Analysis in Tourism Community Studies	Zhe Chen, Hong Zhou City Univeristy; Xiaoyu Zhang, Beijing Union University; Chris Ryan, University of Waikato; and Yingsha Zhang, Sun Yat-Sen University
TOURISM	Why Do People Travel? Shifts in post-crisis era	Swechchha Subedi, Lali Odosashvili, Marketa Kubickova and Drew Martin, all of University of South Carolina

2:00PM – 3:00PM Symposiums		
Grand Canyon 1 ROUNDTABLE	Where Have All the Reviewers Gone?	Miranda Kitterlin, Florida International University and D. Christopher Taylor, University of Houston
Grand Canyon 2	Roundtable on the Substance Use Age (for Marijuana and Alcohol) in Light of Marijuana Legalization and The Supreme Court Ruling on Abortion	Jack Samuels, Montclair State University
Grand Canyon 3 TEACHING	The Fundamentals of Green Project Management and How to Successfully Integrate Them into Hospitality Management Curriculum	Timothy Flohr, University of Memphis
Grand Canyon 4 TEACHING	Digital-Marketing and Event Planning: Meaningful engagement with communities through smart teaching	Rachel J.C. Fu, University of Florida; Rayven Crisafulli, University of Florida; Tianyu Pan, University of Florida; and Ken Tsai, Iowa State University
Grand Canyon 5 Community College & Secondary School	Hands-on/Interactive Professional Development session	Panelists: TBA
Desert Suite VIII	ICHRIE Johnson & Wales Case Study Competition Winning Presentations	TBA
2:00PM – 3:00PM Research Presentations & SIG Meetings/Presentations		
Desert Suite II Tourism	<p>What College Students Want in a Hospitality Job: Re-engaging the workforce [after] the pandemic</p> <p>The Comparison of Housework-Related Stress between Home and Travel Living Spaces: A Housework Industrialization Perspective</p> <p>Exploring Psychological Facilitators of Travel Participation among People with Mobility Impairments: A Mixed-Methods Study</p>	<p>Tracy Michaud, University of Southern Maine</p> <p>Xing Yao, Chenggang Hua and Evan J. Jordan, all from Indiana University Bloomington</p> <p>Chenggang Hua, Indiana University Bloomington; Shu Cole, Indiana University Bloomington; Ye Zhang, Florida Atlantic University; Weixuan Wang and Haoai Zhao, both of Indiana University Bloomington</p>
Desert Suite III IT	<p>The Impact of Interactivity on Information Processing for Virtual Tourist Destinations</p> <p>Revisiting Hotel Operating Performance through Supervised Machine Learning Algorithms: A Predictive Modeling Approach</p>	<p>Hongxiao Yu, Luther College and Haemoon Oh, University of South Carolina</p> <p>Araceli Hernandez Calderon, Tae Hyeon Um, Agnes L DeFranco and Minwoo Lee, all of University of Houston</p>
Desert Suite IV Marketing Service Management & Marketing	<p>Attributes or Benefits? How the Type of Information Influences Consumer's Preference for Pro-environmental Hotels</p> <p>Shared empathy: Customer service experiences during periods of crisis and disasters</p>	<p>Nan Xue, Elisa Chan and Lisa Wan, all of The Chinese University of Hong Kong</p> <p>Rick Lagiewski, Muhammet Kesgin and Victor Perotti, all of Rochester Institute of Technology</p>
Desert Suite V	Travel & Tourism SIG Meeting	Jennifer Forney, Jamestown Community College

Desert Suite VI	Historically & Predominantly Black Colleges & Universities SIG Meeting	Berkita Bradford, Virginia State University
Desert Suite VII	SHARE Update Emphasizing Student Certifications and Training Resources	Presented by CoStar/STR SHARE Center
Grand Canyon 6/7	Hospitality Sales & Marketing SIG Meeting	Bob Gilbert, HSMAI
Grand Canyon 8	ICHRIE Research Reports Editorial Meeting	All welcome
3:15PM – 4:15PM Symposiums		
Grand Canyon 1 ROUNDTABLE	So You'd Like to be a Journal Editor	Chris Roberts and Jenn Vallimont, both of DePaul University
Grand Canyon 2	A Plea for Hospitality Stories: A narrative lens for hospitality research	Kai-Sean Lee, Shawn Bucher and James Williams, all of University of Tennessee, Knoxville
Grand Canyon 3 TEACHING	A Student Cohort Model to Increase Student Learning and Satisfaction in Online Courses	Paul Bagdan and Jane Boyland, both of Johnson and Wales University, Providence
Grand Canyon 4 TEACHING	Bridging the Gap between Policies and Reality to Reduce Workplace Violence	Arlene Limas PAVE Prevention and Miranda Kitterlin-Lynch, Florida International University
Grand Canyon 5 Community College & Secondary Schools	Session information to come	Panelists: TBA
Desert Suite VIII	ICHRIE Research Reports Submission Information & Winner Presentation	TBA
3:15PM – 4:15PM Research Presentations & SIG Meetings/Presentations		
Desert Suite II Tourism	Why Does K-Culture Matter?: From Cultural Capital Perspective	MiRan Kim, Michigan State University; Heijin Lee, Michigan State University; Soyeon Kim, Western Kentucky University; Laee Choi, Colorado State University-Pueblo; and Jong In Lim, Michigan State University
	What Inspired you? Comparing visitors' inspiration to travel to two similar destinations	Dan Plunkett, Kate Evans, Brian Kumm and Sasha Mader, all of University of Wisconsin-La Crosse
	Where is the Tourism and Hospitality Sustainability Research Heading after the Covid-19 Pandemic	Fawwaz Alhammad, Al-Balqa Applied University and Ayman Harb, University of Jordan
Desert Suite III Marketing	Consumers' Coupon Acceptance in Catering Businesses: A Discrete Choice Analysis	Yong Chen, EHL Hospitality Business School/Hes-So
	How Gender Cues on Wine Labels Shape Female Wine Consumers' Attitudes, Expectations, and Experiences of Wine	Ruiying Cai, Demi Shenrui Deng, Christina G. Chi and Robert J. Harrington, all from Washington State University
	Measuring Experience in Tourism Research	Huimin Liu and Xiang Li, both of Temple University

Desert Suite IV	Feeling Busy: The dual effect of busyness on consumers’ food choices	Lavi Peng, Penn State University; Angie Luo, Hong Kong Polytechnic University; and Anna Mattila, Penn State University
	An Investigation of AI-Generated Pro-Environmental Messages on Consumer Behavior	Rachel Hyunkyung Lee, University of Houston; Tiffany S. Legendre, University of Houston; and Seonjeong Ally Lee, Kent State University
	Simple Morning and Complex Night: Time of Day and Complex Sensory Experiences	Anqi Luo, Hong Kong Polytechnic University; Anna S. Mattila, Penn State University; and Lisa E. Bolton, Penn State University
Desert Suite V Lodging	Conceptualizing Peer-to-Peer Brand Management and Proposing Pricing Strategy through Discrete Choice Modelling	Wenfang Liu, University of Houston; Sung In Kim, Hong Kong Polytechnic University; and Jaewook Kim, University of Houston
	Airbnb Branding Strategies - Temporal and Spatial Analytic Approaches	Sung In Kim, Hong Kong Polytechnic University; Wenfang Eris Liu, University of Houston; and Jaewook Kim, University of Houston
	The Impacts of Weather Factors on Outdoor Recreation Economy in the United States	Chia-Ning Chiu, National Ilan University and Hongjie Qiang, Central South University
Desert Suite VI	Hospitality Project Management (HIPM) SIG Meeting	Tim Flohr, University of Memphis
Desert Suite VII	Education Session #4	
Grand Canyon 6/7	Human Resources SIG Meeting	Mary Jo Dolasinski, DePaul University
Grand Canyon 8	JHTC Editorial Meeting	All welcome
4:20PM – 5:00PM Federation Meetings <i>*please note the starting time</i>		
Desert Suite II	APacCHRIE Federation	
Desert Suite III	EuroCHRIE Federation	
Desert Suite IV	Central Federation	
Desert Suite V	NENA Federation	
Desert Suite VI	SECSA Federation	
Desert Suite VII	West Federation	
Special Closing Event for Attendees		
5:15PM Depart Hotel	Meet to Board Transport in Hotel Lobby	
6:00PM Arrive at Museum	Reception & Touring of the Heard Museum (sign up required to attend—more information coming)	