


TUESDAY, 25 JULY 2017		
8am-5pm Homeland	ICHRIE Board of Directors Meeting	
5-7pm Maryland B Foyer	Conference Registration Open	
7-9pm Off-site	ICHRIE Board of Directors Dinner	
WEDNESDAY, 26 JULY 2017		
7:30am-9pm Maryland B Foyer	Conference Registration	
8am-12pm Kent	Career Academy Teaching Consortium	
8am-12pm Gibson	Career Academy Research Consortium	
1-5pm Kent	Career Academy Leadership Consortium	
9-11:45am Baltimore Ballroom	Deans' and Directors' Program (<i>invitation only</i>)	
12noon-1pm	Career Academy Lunch (<i>on your own</i>)	
12noon-1pm Baltimore Ballroom	Deans' and Directors' Luncheon (<i>invitation only</i>)	
12noon – 1pm TBA	Current and Prospective Mentors and Mentee Lunch Meet Up (<i>on your own</i>)	
1:45 – 2:45pm	SPECIAL FORUM	
Homeland	Graduate Student Forum	Linda Shea, University of Massachusetts, Amherst
2 – 2:30pm	SYMPOSIA & COMMITTEE MEETINGS	
Guilford	Special Interest Group Meeting	Donna Albano, Stockton University
Fells Point	Knowledge Matters-sponsored Workshop: Virtual Business College Case Studies Simulations	James Schroeder, Knowledge Matters
2:45 – 3:15pm	SYMPOSIA, SIG & COMMITTEE MEETINGS	
St. George Roundtable Hee Jung Kang, moderator	Current Practices in Event Planning Courses and Programs	Oscar Oberkircher, SUNY College at Oneonta and David Jurasinski, SUNY College at Oneonta
Pride of Baltimore II Mahmood Khan, moderator	Scaffolding Community-based Learning into the Hospitality and Tourism Management Curriculum	Michael Sciarini, Grand Valley State University; Patty Janes, Grand Valley State University; Lisa Sisson, Grand Valley State University; Lorie Tuma, Grand Valley State University
Gibson MASTER TEACHING SESSION Rick Lagiewski, moderator	Developing Students' Knowledge and Understanding of Combating Human Trafficking in the Hospitality Industry	Maureen Brookes, Oxford Brookes University; Alexandros Paraskevas, University of West London; Angela Roper, University of West London
Federal Hill Jean Hertzman, moderator	Student Recruiting in the Digital Age: Strategies for success	Leonard Jackson, Georgia State University
Fells Point MASTER TEACHING SESSION Fred Becker, moderator	Teaching High Tech to Develop High Touch: Educators' perspective on teaching hospitality with technology	Katerina Berezina, University of South Florida Sarasota-Manatee; Cihan Cobanoglu, University of South Florida Sarasota-Manatee; Galen Collins, Northern Arizona University; Suzanne Bagnera, Boston University
Guilford	Culinary Arts SIG Meeting	Tassie Pippert, James Madison University
3 – 3:45pm	CONCURRENT SESSIONS sponsored by 	
Homeland *Education Yingsha Zhang, moderator	85 - An Initial Examination of the Background of First-Year Hospitality Students	Donald G. Schoffstall, Johnson & Wales University and Eric Brown, Iowa State University
	87 - The Moderating Impact of Entrepreneurial Education on the Planned Behavior of Student's Entrepreneurial Intention	Namhyun Kim, Dongguk University-Gyeongju and Wook-Hee Choi, Dongguk University-Gyeongju
	98 – Examining the Effects of Interdisciplinary Project-based Learning on Students' Intrinsic Motivation Orientation	David Davis, Oklahoma State University; Catherine Curtis, Oklahoma State University; Bill Ryan, Oklahoma State University

3 – 3:45pm

CONCURRENT SESSIONS sponsored by



Watertable A *Foodservice Management Eojina Kim, moderator	56 - Assessing Pop-Up Diners: Gender and Generational Differences Regarding Perceived Experiential Value and Variety Seeking Behavior	Scott Taylor Jr, University of South Carolina and Robin DiPietro, University of South Carolina
	58 - The Influence of Restaurant Authenticity on Customer Satisfaction: Chain vs. Independent	Jamie Levitt, University of South Carolina and Robin DiPietro, University of South Carolina
	91 - Effects of Social-Servicescape on Customer Behavioral Intentions in Restaurants	Mahmoud El Sayiad, Virginia Tech and Yasser Ibrahim, Helwan University
Watertable B *Lodging Seontaik Kim, moderator	135 - Travelers' Loyalty to Peer-to-peer (P2P) Accommodations	Cheri Young, University of Denver; David Corsun, University of Denver; Karen Xie, University of Denver
	7 - Airbnb: A national study of hosts, pricing, demand and guests	John O'Neill, Pennsylvania State University; Yuxia Ouyang, Pennsylvania State University; Nicholas Smith, Portland State University
	83 - Evaluations of brand consistency through consumer generated media (CGM): The example of U.S. franchise hotels	Miyoung Jeong, University of South Carolina; Fang Meng, University of South Carolina; John Gerdes, University of South Carolina
Watertable C *Education Kevin Kam Fung So, moderator	44 - Model for Student Authored Case Study Assignment in Hospitality	Karl Titz, University of Houston and Mary Dawson, University of Houston
	2 - How Hospitality and Tourism Students Think that They Learn Best: Implications for Instructor-Centered vs. Student-Centered Teaching	Cynthia Deale, East Carolina University

3:30 - 4:00pm

SYMPOSIA, SIG & COMMITTEE MEETINGS

St. George Roundtable Marteka Kubickova, moderator	Sharing Experience in Teaching Hospitality Strategic Management	Jinlin Zhao, Florida International University
Pride of Baltimore II Faizan Ali, moderator	Challenges Faced by Hotel General Managers Today or "What Keeps Hotel General Managers Up at Night?"	Marcia Taylor, Florida Gulf Coast University and William Frye, Niagara University
Gibson	Hospitality Business Schools SIG Meeting	Cliff Whithem, Stockton University; Sheryl Kline, University of Delaware
Federal Hill	Cruise Ship Management SIG	Fred DeMicco, University of Delaware; Vinnie Rege, Howard Community College
Fells Point	Research Committee	Qu Xiao, The Hong Kong Polytechnic University
Guilford	Experiential Education SIG Meeting	Jack Samuels, Montclair State University; Reg Foucar-Szocki, James Madison University


4 – 4:45pm

CONCURRENT SESSIONS sponsored by



Homeland *Foodservice Management, Club Management Ravi Pandit, moderator	101 - Does Bundling Mitigate Perceived Price Unfairness Towards Demand-Based Pricing in Restaurants?	Li Li, Purdue University; Hugo Tang, Purdue University; and Yunzi Yaayaa Zhang, Purdue University
	107 - An Investigation of Customers' Restaurant Choice: An application of Importance-Performance Analysis	Pei Liu, University of Missouri and Eliza Ching-Yick Tse, University of Missouri
	118 - Predicting Club Members' Loyalty	James Butler, Iowa State University and So Jung Lee, Iowa State University
Watertable A *IT, Service Management & Marketing Jan Roy, moderator	43 - Value Co-creation and Technological Progression: A Critical Review	Tingting Zhang, University of Central Florida and Huimin Gu, Beijing International Studies University
	117 - Factors affecting consumer adoption of Uber mobile application: Insights from Diffusion of Innovation Theory and Technology Acceptance Model	Somang Min, University of South Carolina; Kevin Kam Fung So, University of South Carolina; Miyoung Jeong, University of South Carolina
	13 - A Framework of Touch vs. Tech in Service Encounters	Alei Fan, Purdue University and Anna S. Mattila, Pennsylvania State University
Watertable B *Lodging Jinlin Zhao, moderator	79 - Hotel Online Reviews Impact on Lodging Performance	Suzanne Markham-Bagnera, Boston University and Thomas Schrier, Iowa State University
	108 - Generators of Positive Online Hotel Reviews: Examining Motivations, Consumption Value, and Social Influence	Jungyun Christine Hur, California State University Sacramento and Soochong Shawn Jang, Purdue University
	133 - Competitive Advantages and Operating Performance Stabilization: How Are They Related?	Karen Tan, Temple University and Xiang Li, Temple University

4 – 4:45pm

CONCURRENT SESSIONS sponsored by 

Watertable C *Education, Travel & Leisure Deanne Williams-Bryant, moderator	46 - A Quantitative Study of Expatriate Hotel Managers in Mainland China: An Exploration of How Organizational Justice Influences Local Employee Job Satisfaction and Their Evaluation of Expatriate Manager Leadership Performance	Wei Ding, Florida International University and Jinlin Zhao, Florida International University
	81 - Hainan Island: New Changes And Challenges Of International Brand Hotels	Xiangxiang Xie, Hainan University and Jinlin Zhao, Florida International University
	22 - Development of agri-tourism in Honduras: The role of government	Marketa Kubickova, University of South Carolina and Jeffrey Campbell, University of South Carolina

4:15 - 4:45pm

SYMPOSIA, SIG & COMMITTEE MEETINGS


St. George Roundtable Bob Gilbert, moderator	Tipping the Scales: Work life balance for women in hospitality	Lisa Cain, Florida International University; Miranda Kitterlin, Florida International University; Christopher Cain, University of Nevada, Las Vegas
Pride of Baltimore II MASTER TEACHING SESSION Chris Woodruff, moderator	Helping Students Develop True “Grit”	Cynthia Deale, East Carolina University

4:15 - 4:45pm

SYMPOSIA, SIG & COMMITTEE MEETINGS

Gibson	Symposium Committee	Keith Mandabach, New Mexico State University
Federal Hill	Marketing Committee	Michael O’Fallon, James Madison University
Fells Point	Hospitality Financial Management SIG Meeting	Ray Schmidgall, Michigan State University
Guilford	Travel & Tourism SIG Meeting	Li-Ming Chiang, East Stroudsburg University and Robert McMullin, East Stroudsburg University

4:30-5:30pm
The Ground Floor Cafe


First Time Attendee Reception sponsored by 

5 – 5:45pm

WINNING RESEARCH REPORTS PRESENTATIONS—TBA

Watertable C	Do Hotels and Mixed-Use Projects Benefit Each Other? Evidence from China	Yun Zhang, Purdue University; Hugo Tang, Purdue University; and Yunzi Yaayaa Zhang, Purdue University
	A Study of Market Segmentation Management in the Hotel Industry-A Customer Equity Approach	Yumi Kim, Howard Community College, and Vidyanidhi Rege, Howard Community College
	The Right Message to the Right People: Developing Effective Crisis Response in Cruise Travel	Bingjie Liu, Bowling Green State University

5 – 5:45pm

CONCURRENT SESSIONS sponsored by 

Homeland *Foodservice Management Tiffany Shin, moderator	35 - Do Food Descriptions Influence Social Impression Formation and Anticipated Satisfaction?	Seontaik Kim, Morgan State University and Vincent Magnini, Virginia Tech
	45 - Will Employees Speak Out? The Impact of Training and Job Satisfaction on Approach Intention	Heyao Yu, University of Houston; Jay Neal, University of Houston; Sujata Sirsat, University of Houston
	48 – Childcare Food Safety Barriers and Motivators	Joel Reynolds, Niagara University and Lakshman Rajagopal, Iowa State University
Watertable B * Human Resources David Chiawo, moderator	16 - The Influence of Financial Stress on Millennials’ Job Choice Decision in the United States	Alan Yen, Ball State University
	25 - Growth and Volatility of Employee Salaries and Wages: Hospitality vs. Other Industries	Tarik Dogru, Boston University and Peter Szende, Boston University
	12 - A Multilevel Model of Leader Work Engagement and Member Work Attitudes among Self-Managed Service Teams	Baoguo Xie, Wuhan University of Technology; Yifei Xuan, Wuhan University of Technology; Xinyuan Zhao, Sun Yat-Sen University; Anna S. Mattila, Pennsylvania State University; Yongxin Guo, South China Normal University

5 – 5:30pm

SYMPOSIA, SIG & COMMITTEE MEETINGS


St. George Roundtable Li-ting Yang, moderator	Leveraging your Sabbatical Leave	Susan Gregory, Eastern Michigan University
Pride of Baltimore II	Diversity Training in Hospitality: Compliance vs celebrating diversity	Ashokkumar Manoharan, Flinders University; Juan Madera, University of Houston; and Manisha Singal, Virginia Tech
Gibson	Can You Get Brewing Brewing?	Oscar Oberkircher, SUNY College at Oneonta and David Jurasinski, SUNY College at Oneonta
Federal Hill	Club Management SIG Meeting	Clayton Barrows, University of New Hampshire


5 – 5:30pm SYMPOSIA, SIG & COMMITTEE MEETINGS		
Fells Point	Hospitality Financial Management SIG Presentation	Ray Schmidgall, Michigan State University
Guilford	Travel & Tourism SIG Presentation	Li-Ming Chiang, East Stroudsburg University and Albert Moranville, East Stroudsburg University
6-7pm Maryland ABC	Opening General Session	Mike Webster, SVP and General Manager Oracle Retail & Oracle Hospitality
7-9pm Maryland DEF Exhibit Hall	Marketplace Grand Opening and Welcome Reception	
THURSDAY, 27 JULY 2017		
7:30am-6pm Maryland B Foyer	Conference Registration	
7-7:45am Maryland ABC Foyer	Continental Breakfast	
8am Baltimore Foyer	Cyber Café Open	
8-9am Maryland ABC	ICHRIE Annual Business Meeting	
9:00-10am Maryland ABC	Second General Session	Apoorva N. Gandhi Vice President, Multicultural Affairs Marriott International, Inc.
11am-2pm Maryland DEF Exhibit Hall	Marketplace Open	
12:15 – 1:15pm Maryland DEF Exhibit Hall	Marketplace Lunch	
10 - 11:15am INDUSTRY PARTNERSHIP SESSION I		
Maryland ABC Nancy Scanlon, moderator	Industry Session—Big Data	Steve Hood, STR, moderator; Kelly McGuire, Wyndham Destination Network; Jess Pettit, Hilton
11:15am – 12noon TWO YEAR FORUM SESSION		
Homeland	Reality Check! Best Practices & Expectations: A conversation about applied student learning experiences and the realities of the industry	Susan Stafford, Tompkins Cortland Community College
11:15 – 11:45am POSTER SESSIONS		
1A	(68) An Exploratory Investigation of the Diversity among Private Club Managers' in the U.S.	Lincoln Marshall, University of Missouri; Beverley Wilson-Wunsch, University of Missouri; Pei Liu, University of Missouri
2A	(5) Importance of Portfolio Building Among Hospitality Academic Programs in USA	Ajai Ammachathram, University of Nebraska-Lincoln and David Anderson, Eastern Michigan University
3A	(2) Comparing Students' and Employers' Perceptions of Preferred Entry-Level Management Competencies in the Hospitality Industry	George Alexakis, Florida Gulf Coast University and Lan Jiang, Florida Gulf Coast University
4A	(7) Unique Challenges to the “Asia-merican” Dream: Stories of hospitality & tourism Asian women professors in the United States	Jingxue Jessica Yuan, Texas Tech University; Yu-Chin Jerrie Hsieh, Rochester Institute of Technology; Hsiangting Chen, The University of Alabama; Ran Li, Beijing Union University
5A	(24) Success Factors in Segments of the Hospitality Industry Based on Pre-College Socio-Economic Dispositions	Gilpatrick Hornsby, James Madison University; Jooho Kim, James Madison University; Tassie Pippert, James Madison University
6A	(51) Employee Treatments, Customer Satisfaction, and Firm Performance in Hospitality Companies	Yinyoung Rhou, Virginia Tech and Manisha Singal, Virginia Tech
7A	(54) Return Dispersion and the Existence of Leverage	Murat Kizildag, University of Central Florida
8A	(43) Consumers' Perception on Restaurant Employee Smoking	Stephanie Bae, James Madison University; Jooho Kim, James Madison University; Reg Foucar-Szocki, James Madison University
9A	(52) Measuring Authentic Food Concept in the Festival Setting	Zahidah Ab Latif, Iowa State University and So Jung Lee, Iowa State University
10A	(104) Guest Experiences in Green Lodging: A Segmentation Study	Ya-Ling Chen, Indiana University Bloomington; Joseph S. Chen, Indiana University Bloomington; and Wei Wang, The University of Southern Mississippi
11A	(62) Improving Food Safety Controls on Cruise Ships: Targeting cleaning measures	Jing Ma, University of Delaware and Barbara Almanza, Purdue University


THURSDAY, 27 JULY 2017		
11:15 – 11:45am POSTER SESSIONS		
12A	(66) Upward Food Safety Communication and Food Safety Commitment in Foodservice Operations: Test of a social exchange model	Jaemin Cha, Michigan State University; Seunghyun Kim, Michigan State University; Carl Borchgrevink, Michigan State University
13A	(47) A Conceptual Framework of Atmospheric Qualities of Instagram in the Tourism Industry	Eunbyeong Jung, University of Tennessee and Sejin Ha, University of Tennessee
14A	(59) M-Commerce in the Hotel Industry: Moderating effects of generation	Stephanie Bae, James Madison University
15A	(65) Examining the Usage Intention of Customers to Use Mobile Applications of Online Travel Agencies	Tural Ismayilov, Widener University; Shiang-Lih Chen McCain, Widener University; Li-Chun Lin, Montclair State University; Joy Dickerson, Widener University
1B	(33) The Impact Hotel Online Reviews Have on Financial Performance of Diamond Ranked Hotels	Suzanne Markham-Bagnera, Boston University and Thomas Schrier, Iowa State University
2B	(60) Hotel Revenue Management Outsourcing: Factors that affect satisfaction	Jeffrey Beck, Michigan State University; Jaemin Cha, Michigan State University; and Seung Hyun Kim, Michigan State University
3B	(71) Understanding and Predicting Airbnb Visitors' Bookings with Artificial Neural Network and Agent-based Modeling	Yingsha Zhang, University of South Carolina; Ye Zhang, Florida Atlantic University; and Xiang Li, Temple University
4B	(137) Implications of Paid and Unpaid Academic Internship for Tourism and Events Management Students	Godwin-Charles Ogbeide, Indiana University - Purdue University Indianapolis; Amanda Cecil, Indiana University-Purdue University Indianapolis; and Amy Vaughan, Indiana University-Purdue University Indianapolis
5B	(8) Perceptual Factors Influencing Exhibitors' Overall Satisfaction in Tradeshows	Ziwei Su, University of Houston and Christopher Taylor, University of Houston
6B	(18) Event Management Professionals in Higher Education: Meeting the mission	Grace Chalot, Eastern Michigan University and Susan Gregory, Eastern Michigan University
7B	(64) Impact of Sustainability Reward Program on Meeting Planners' Site Selection Decisions	Shinyong Jung, University of Nevada Las Vegas and Yen-Soon Kim, University of Nevada Las Vegas
8B	(44) Investigating Customer Value and its Consequences for Airbnb: An Innovative Sharing Economy Platform in the hospitality industry	Yi Luo, Iowa State University and Liang Tang, Iowa State University
9B	(45) Tourist Perceptions of Green Practices and Familiarity with Hotel Eco-labels	Weixuan Wang, Indiana University Bloomington; Cheng-Ming Hu, Indiana University Bloomington; and Shu Cole, Indiana University Bloomington
10B	(50) Luxury Hotel Guests' Perceptions: A case of U.S.A and Germany	Chang Huh, Niagara University; Howook "sean" Chang, Florida International University; and Myong Jae Lee, California State Polytechnic University Pomona
11B	(61) Hotel Online Reviews: The factors predicting behavioral intention	Sung Jun Joe, University of Nevada, Las Vegas; Anna Kharitonova, University of Nevada, Las Vegas; Lenna Shulga, University of Nevada, Las Vegas; and James Busser, University of Nevada, Las Vegas
12B	(75) Sustainable Tourism and Residents' Attitudes: An empirical examination	Wei Tao, Florida International University
13B	(95) Understanding African-American Residents' Participation in Southeastern Tourism Planning through a Lens of Theory of Practice	Rui Qi, University of South Carolina and David Cardenas, University of South Carolina
14B	(5) The Efficacy of Using Guests' Lifestyle Orientation in Analysing their Perception on Foods' Sensory Appeal: The case of Kenya's coastal signature foods	Anthony Pepela, Pwani University and Robert O'Halloran, East Carolina University
15B	(27) A Meta-analysis of Antecedents and Outcomes of Hotel Loyalty	Woohyuk Kim, Kansas State University and Kristin Malek, Kansas State University
1 – 1:45pm TWO YEAR FORUM SESSION		
Homeland	If You Don't Have the Space, Then How Do I Teach that Topic? Using Service Learning to Maximize your Students Learning in Culinary Arts	Rusty Weatherly, Grayson Community College
11:45am - 12:15pm POSTER SESSIONS		
1A	(36) An Examination of the Early Collegiate Experiences in Hospitality	Donald G. Schoffstall, Johnson & Wales University and Eric A. Brown, Iowa State University
2A	(78) The Exploration of Student Attitudes toward Gamification of Hospitality Accounting Instruction	Stephanie Murphy, Culinary Institute of America
3A	(92) Healthy Halo Effect of Kosher Labelling in Restaurants	Eunha Lena Jeong, Iowa State University and Soochong Shawn Jang, Purdue University
4A	(94) Tourist Perceptions of Authentic Aruban Restaurants: An Importance-Performance Analysis	Scott Taylor Jr, University of South Carolina; Jamie Levitt, University of South Carolina; Robin DiPietro, University of South Carolina



THURSDAY, 27 JULY 2017		
11:15 – 11:45am POSTER SESSIONS		
5A	(13) Pumpkin as a Fat Replacer in Brownies	Shih-Ming Hu, Southern Utah University
6A	(14) Consumer motives regarding organic restaurant menus	Yeon Ho Shin, University of Alabama; Jinyoung Im, Penn State Berks; Seung Eun Jung, University of Alabama; Kimberly Severt, University of Alabama
7A	(11) Does High Commitment Work System Predict Front-line Employees' Innovative Behavior? Testing the mediating effect of readiness for change	Song Chang, Hong Kong Baptist University; Sean Way, Ecole hôtelière de Lausanne; Jenny Tian, Chinese University of Hong Kong; and Derek Cheng, Hong Kong Baptist University
8A	(19) HR Professionals and Hospitality Students: Is there a gap in Soft Skill importance?	Melvin Weber, East Carolina University; Jay Lee, East Carolina University; and Alleah Crawford, East Carolina University
11:45am - 12:15pm POSTER SESSIONS		
9A	(49) Future Hotel Leadership Competencies	Joel Reynolds, Niagara University and Mary Jo Dolasinski, DePaul University
11A	(26) Employer Branding and Organizational Impression Management Theory: A Conceptual Analysis	Linchi Kwok, California State Polytechnic University, Pomona; Patrick C. Lee, California State Polytechnic University, Pomona; and Yung-Kuei Huang, National Ilan University
12A	(41) Role of Perceived Control in Enhancing Employees' Wellbeing	Seon Jeong Lee, Kent State University and Swathi Ravichandran, Kent State University
13A	(58) Employee Altruism and Guest Satisfaction in the Hospitality Industry: Is There a Link?	Susan Gordon, Purdue University; and Howard Adler, Purdue University
14A	(69) Wellness Program Components: What do hospitality employees want?	Susan Gordon, Purdue University and Cihan Cobanoglu, University of South Florida, Sarasota-Manatee
16A	(129) Reinforcement of Towel Reuse Initiatives: Experimental Approach	Howook Chang, Florida International University and Chang Huh, Niagara University
1B	(126) The Future of Leisure Luxury Hotels in the Experiential and Sharing Economy's among Millennial Guests	Andy Heyes, Stenden Hotel Management School and Ajay Aluri, West Virginia University
2B	(99) Analyzing the Impact of Unrest on the Hotel Industry: Focus on Baltimore	Ajay Alur, West Virginia University and Frank Demarco, West Virginia University
4B	(33) Understanding the Performance of Crowdsourcing Communities in the Hospitality Industry: The role of feedback sentiment	Gerardo Anaya, Purdue University
6B	(6) Methodological Stability to Quantitatively Model Consumers' Conceptualization of Menu Items in a Family Restaurant Chain in Japan	Yasushi Kyutoku, Chuo University; Ippeita Dan, Chuo University; Yoko Hinohara, Saizeriya; Kenich Seki, Saizeriya; Kanjiro Sugiyama, Saizeriya; Yoko Matsuda, Saizeriya; Yutaka Ogawa, Saizeriya
7B	(70) Engaging Restaurant Customers through Facebook Brand Pages: A uses and gratifications perspective	Xu Li, South Dakota State University and Kunsoo Park, South Dakota State University
8B	(72) Reducing Cognitive Gaps between Luxury Brands and CSR Activities: An application of associative learning theory	Jookyung Kwon, University of Houston and Tiffany Jungyoung Shin, University of Houston
9B	(34) Asymmetric Relationship in Online Restaurant Reviews	Bo Ferns, San Francisco State University
10B	(42) Hospitality Crisis Management Practices: The case of Turkish Hotels	Aviad Israeli, Kent State University and Swathi Ravichandran, Kent State University
11B	(57) Tech vs. Touch: The impact of dining stage on customers' technology preference	Zeya He, Temple University; Luorong Wu, Temple University; and Xiang Li, Temple University
12B	(22) The Influence of Cultural Dimensions on Purchase Decision-Making Attributes of Amusement Park Visitors in the U.S. and China	Danny Choi, Texas Tech University and Manisha Singal, Virginia Tech
13B	(28) Influence of Handicap Accessibility in Theme Parks to Tourists' with Disabilities Visit Intentions	Amanda Farmer, University of Southern Mississippi; Sungsoo Kim, University of Southern Mississippi; and James Dombrosky, Youngstown State University
14B	(29) Moderating Role of Novelty-Seeking Tendency between Overall Food Experience and Customer Satisfaction on Intention to re-visit Cruise Ships	Laquanda Moffett, University of Southern Mississippi; Sungsoo Kim, University of Southern Mississippi; and James Dombrosky, Youngstown State University
15B	(48) Agritourism Business Providers' Environmentally Responsible Behaviors	Eunyoung Park, Iowa State University and Sojung Lee, Iowa State University
1:15 – 1:45pm POSTER SESSIONS		
2A	(15) Efficiency Measurement in Hospitality Industry Using Data Envelopment Analysis (DEA): A case study of Indian luxury hotels	Asit Bandyopadhyay, Iowa State University and Jewoo Kim, Iowa State University
3A	(23) Pricing determinants in the hotel industry: An exploratory study in the SWFL area	Marcia Taylor, Florida Gulf Coast University and Lan Jiang, Florida Gulf Coast University


5A	(25) Food Safety History in Professional Cookbook	Joocho Kim, James Madison University; Barbara Almanza, Purdue University; Carl Behnke, Purdue University; Jing Ma, University of Delaware
6A	(31) Is Cleanliness of Guest Rooms Better than Public Areas in Hotels?	Haeik Park, Indiana University Purdue University Fort Wayne; Joocho Kim, James Madison University; Barbara Almanza, Purdue University
7A	(37) The Effect of Relational Benefits on Customer Emotion, Customer Satisfaction and Customer Voluntary Performance in the Hotel Restaurant	Debora Lee, Auburn University and Imran Rahman, Auburn University
8A	(4) The Relationship among Food Safety and Sanitation Competence, Training and Need for Foodservice Employees	Wen-Hwa Ko, Fu Jen Catholic University and Yi-Wen Yang, Fu Jen Catholic University
9A	(11) The Customer-Employee Exchange and Employees' Work Behavior	Haemi Kim, Oklahoma State University and Hailin Qu, Oklahoma State University
11A	(19) A Study of Situational Factors Influencing Frontline Employees' Participation Behavior in Service Innovation Implementation	Youngsun Sean Kim, University of Massachusetts, Amherst; Melissa Baker, University of Massachusetts, Amherst; Atul Sheel, University of Massachusetts Amherst
12A	(34) Understanding Customers' Experience and Expectations of Messaging with Brands	Gerardo Anaya, Purdue University and Xinran Lehto, Purdue University
13A	(73) Restaurant Experiences Based on Yelp Reviews: An application of extended TAM	Jinha Lee, University of Tennessee and Young-Kyung Kim, University of Tennessee
14A	(82) Who Cares about Privacy? Use of mobile devices by hotel travellers	Norman Shaw, Ryerson University and Ksenia Sergueeva, Ryerson University
15A	(38) An Investigation of Corporate Social Responsibility in the Casino Industry: From employee perspective	Suna Lee, The Hong Kong Polytechnic University
16A	(62) Information Search and Innovation Protection of Service Innovation in Hotel Industry	Hsin-Hui Sunny Hu, Ming Chuan University and H.G. Parsa, University of Denver
1B	(10) Service Innovation in the Hospitality Industry: Perceptions, Behaviors and Actions	Anastasios Zopiatis, Cyprus University of Technology; Antonis Theocharous, Cyprus University of Technology; Constantinos Papadopoulos, Cyprus University of Technology
2B	(18) How to forecast citywide ADR: Econometric Forecasting Models or Monte Carlo Simulation?	Amanda Belarmino, University of Houston and Yoon Koh, University of Houston
3B	(75) Conceptualizing Hotel Consumer Well-being	Seunghyun Kim, Michigan State University; Jaemin Cha, Michigan State University; Carl Borchgrevink, Michigan State University
4B	(20) Investigating the Impact of Unearned Preferential Treatment on the Firm's Loyalty Program Customers	Youngsun Sean Kim, University of Massachusetts, Amherst; Melissa Baker, University of Massachusetts, Amherst; Linda Shea, University of Massachusetts, Amherst
5B	(35) The Role of Affective and Cognitive Attitudes in Promoting Customers' Healthy Food Selections: Considering attitude ambivalence	Jinhyun Jun, University of Hawaii at Manoa
6B	(39) Existing Loyalty Programs a Thing of the Past? Understanding Millennial Loyalty	Elizabeth Whalen, University of Houston; John Bowen, University of Houston; Seyhmus Baloglu, University of Nevada, Las Vegas; Hyun-Kyung Lee, University of Houston
8B	(47) Employee-customer Interactions and Affective Commitment at Full-service Restaurants: Service employees' dress as the driver	Yao-Chin Wang, University of Arkansas and Chunmin Lang, Louisiana State University
9B	(112) How Effective are the Pro-sustainability Initiatives in Hospitality Industry?	Ye Zhang, Florida Atlantic University; Jie Gao, Montclair State University; Peter Ricci, Florida Atlantic University
10B	(123) Understanding and Minimizing Bias in the Measurement and Assessment of Departmental Performance in Hospitality Firms: A conceptual exploration and review of existing research and practices of excellent firms	Allen Reich, Northern Arizona University; Joseph Reich, Global Restaurant Consultants, LLC; Jennifer Martin, JW Marriott, Desert Ridge Resort & Spa
11B	(136) An Exploration of the Impact of Customer Food Sensitivities on Trust and Subsequent Influence on Perceived Service Quality	Tierney McCleary, Eastern Michigan University
12B	(55) Hualien Residents' Perceptions toward Government Intervention on Tourism Impacts in Hualien's Scenic Spots	Yushu Wang, Widener University; Shiang-Lih Chen McCain, Widener University; Li-Chun Lin, Montclair State University; Joy Dickerson, Widener University
13B	(67) A Study of Ecotourism Development in Minority Regions from Stakeholder Perspective: A case in Yunnan China	Fei Xie, Dali University and Jianyu Yang, Dali University
14B	(73) Gangnam Tour: Effect of description styles in brochures and travelers' need to belong	Eunjin Kwon, Lamar University; Deborah Kerstetter, Pennsylvania State University; and Molly Dahm, Lamar University



THURSDAY, 27 JULY 2017		
1:15 – 1:45pm POSTER SESSIONS		
15B	(74) Tourism Destination Images and Revisit Intentions: The moderating role of Airbnb host characteristics	Li Ding, Oklahoma State University and Hailin Qu, Oklahoma State University
Maryland ABC INDUSTRY DAY SESSIONS		
2 – 3pm Rick Lagiewski, moderator	Industry Session II—Social Media	TBA
3:15 – 3:45pm	HIPSIG Meeting	Brook Luedke, Hyatt
3:15 – 3:45pm SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable Jungyun Hur, moderator	Experiential Learning in Hospitality Institutions: A round table discussion	Chad Gruhl, Metropolitan State University of Denver
Pride of Baltimore II Linda Shea, moderator	Success in Academic Publishing: An Editor Panel	Chris Roberts, DePaul University and Linda Shea, University of Massachusetts, Amherst
Gibson MASTER TEACHING SESSION James Dombrosky, moderator	Cordiality, Manners and Comfort: Teaching Ideas	Fred Mayo, New York University
Federal Hill	STR-Sponsored Workshop: Data Available for Research	Duane Vinson, STR
Fells Point	Hospitality Sales & Marketing SIG Meeting	Bob Gilbert, HSMAI
Guilford	Human Resources SIG Meeting	SeongHee Cho, University of Missouri, Columbia
Homeland	Professional Development Committee	Rachel Chen, University of Tennessee
Watertable C	Conference Committee	Lea Dopson, California State Polytechnic University, Pomona
Kent Nathan Line, moderator	An Analysis of Hotel Rating Systems	Paul Bagdan, Johnson & Wales University and Suzanne Markham-Bagnera, Boston University
3:15 – 4pm CONCURRENT SESSIONS sponsored by 		
Watertable A *Education David Chiawo, moderator	9 - Exploring Followership in Hospitality and Tourism Education in the United States	Cynthia Deale, East Carolina University; Seung Hyun Lee, East Carolina University; and Donald G. Schoffstall, Johnson & Wales University
	38 - Creating an Effective Assessment of Learning Outcomes Process for Hospitality Programs	Galen Collins, Northern Arizona University; Suzanne Pieper, Northern Arizona University; Agnes Defranco, Boston University; and Allen Reich, Northern Arizona University
Watertable B *Finance & Accounting David Jurasinski, moderator	23 - Underinvestment vs. Overinvestment in Restaurant Firms: The role of franchising	Tarik Dogru, Boston University and Arun Upneja, Boston University
	110 - Which Bundles of Corporate Governance Provisions Lead to High Firm Performance among Restaurant Firms?	Meih Madanoglu, Florida Atlantic University; Murat Kizildag, University of Central Florida; and Ozgur Ozdemir, Ozyegin University
	119 - Consumer-Citizen Duality: Willingness to pay for reducing risk of unhealthy food choices	Yuxia Ouyang, Pennsylvania State University and Amit Sharma, Pennsylvania State University
4-5:30pm Maryland ABC	Career Fair Set-up	
4:30 - 5pm Hotel Pool, 7th Floor	CHRIE FutureFund™ Duck Race	
Open Night	Explore Baltimore	
FRIDAY, 28 JULY 2017		
7:30 - 5pm Maryland B Foyer	Conference Registration Open	
7 - 8:30am Meet at 6:55am	Lodging SIG Back-of-the-House Tour	William Frye, Niagara University
7:30 - 8:30am	Continental Breakfast	
8am - 5pm	Cyber Café Open	
8:30 - 10am Maryland AB	Career Fair	
8am – 3pm James	ACPHA Commission Meeting	
FRIDAY, 28 JULY 2017		

9:15 - 10am CONCURRENT SESSIONS sponsored by 		
Homeland *Education Nancy Scanlon, moderator	60 - Student Career Commitment: Understanding the Winning Factors	Jean Lagueux, Institut de tourisme et d'hôtellerie du Québec and Audrey Nanot, Institut de tourisme et d'hôtellerie du Québec
	64 - The Role of Contemporary Chinese Lifestyle: 'Xiao-Zi' in the Wine Tourist Decision Making	Bob Duan, Griffith University; Charles Arcodia, Griffith University; Emily Ma, University of Massachusetts; Aaron Hsiao, Griffith University
	8 - Student Study Abroad: Personality Typing of Travelers from Sightseer to Venturer	Frederick DeMicco, University of Delaware and Sam Tantleff, University of Delaware
Watertable A *Finance & Accounting Travel & Leisure Kevin Kam Fung So, moderator	24 - Corporate Governance and Value Creation: Theory and Evidence from the Hotel Industry	Tarik Dogru, Boston University and Ercan Sirakaya-Turk, University of South Carolina
	134 - Asset-light and fee-oriented strategy and capital structure in the hospitality industry	Yuan Li, Virginia Tech and Manisha Singal, Virginia Tech
	15 - Conceptualizing a Destination Resilience Framework	Ignatius Cahyanto, University of Louisiana at Lafayette
Watertable B *Human Resources David Rivera, moderator	90 - An examination of hotel employees' job crafting behavior: Application of job demands-resources model	Jinyoung Im, Penn State Berks; Haemi Kim, Oklahoma State University; Hailin Qu, Oklahoma State University
	6 - Press "start" to begin your interview: An examination of hiring managers' evaluations of one-way interviews	Edwin Torres, University of Central Florida and Amy Gregory, University of Central Florida
	42 - Thriving at work: Effect on Career Satisfaction and Turnover Intention	Wen Chang, Iowa State University and James Busser, University of Nevada, Las Vegas
Watertable C *Travel & Leisure Jan Roy, moderator	61 - LGBTQI Travel Motivations and Perceived Image Related to the Caribbean as an LGBTQI Destination	Jamie Levitt, University of South Carolina; Thomas Pratt, University of South Carolina; Robin DiPietro, University of South Carolina
	68 - Tourists' Travel Attributes and Their Positive Emotional Experiences	Jie Gao, Montclair State University; Ye Zhang, Florida Atlantic University; Deborah Kerstetter, Pennsylvania State University; Yawei Wang, Montclair State University
	76 - Exploring tourists' perceptions of destination image, safety, and aggressive street behavior	Michael Collins, University of San Francisco and Michelle Millar, University of San Francisco
9:30 - 10am SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable Tiffany Shin, moderator	Made it to Associate Professor, Advice for Those Coming up and What's Next?	Eric Brown, Iowa State University; Miranda Kitterlin, Florida International University; Donald G. Schoffstall, Johnson & Wales University, Charlotte; and James Williams, University of Tennessee
Pride of Baltimore II Jean Hertzman, moderator	Applying Weisbord's Six Box Organizational Diagnosis Model as a Leadership Development Tool within an Internship or Co-op Learning Experience	David Jurasinski, SUNY College at Oneonta and Oscar Oberkircher, SUNY College at Oneonta
Gibson	Student Success and Improved Graduation Rates through Career Engagement	Lea Dopson, California Polytechnic University, Pomona; Ann Lara, California Polytechnic University, Pomona
Federal Hill MASTER TEACHING SESSION Bob Gilbert, moderator	Experiential Learning: Most Favored Teaching (Learning) Approaches as Perceived and Experienced by Hospitality Students	Ravi Pandit, Southern New Hampshire University
Fells Point	ESD Board of Governors & Advisors Meeting	Ruth O'Rourke, University of Maryland Eastern Shore
Guilford	Networking Committee	AJ Aluri, West Virginia University
Kent	Meetings, Events, Conventions, Conferences SIG Meeting	Lisa Thomas, DePaul University; George Fenich,
7029	Past Presidents' Council	Mokie Steiskal, Columbus State Community College
7059	Experiential Education SIG Presentation	Jack Samuels, Montclair State University; Reg Foucar-Szocki, James Madison University
10:15-11:15am FEDERATION MEETINGS		
Watertable A	Asia-Pacific CHRIE Federation	
Watertable B	Central Federation	
Watertable C	EuroCHRIE Federation	
Gibson	Southeast, Central and South American Federation	
Federal Hill	North East North American Federation	
Fells Point	West Federation	
11:30 - 12:45pm	Lunch on your own	

FRIDAY, 28 JULY 2017		
12:45 - 2:15pm		
WINNING CASE STUDY PRESENTATIONS—TBA		
Maryland ABC	Wildlife Tourism as a Form of Ecotourism: The case of the Sacred Monkey Forest Sanctuary of Ubud, Bali	Eun Kyong Cindy Choi, University of Mississippi; Inna Soifer, University of Memphis
	Is Social Media Marketing a Necessary Evil?	Dominique Bragg, East Carolina University; Cynthia Deale, East Carolina University
	Aquis Great Barrier Reef Resort case	Femke Vrenegoor, Stenden University; Sarah Seidel, Stenden University; Elena Cavagnaro, Stenden University
12:45 - 1:15pm		
SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable	Connecting Theoretical Experiences to Networks of Practice: A Case for Alumni Mentoring Program	Ravi Pandit, Southern New Hampshire University
Pride of Baltimore II	Explore Your Online Options: Tools for the Classroom	Tassie Pippert, James Madison University
Gibson James Giordano, moderator	Abstract Concepts to Concrete Assessment: Measuring Global Student Learning and Engagement in a Semester-Long Instructor-Led International Excursion Course	Donna Albano, Stockton University and Jeff Lolli, Widener University
Federal Hill	Historically and Predominately Black Colleges & Universities SIG	Ivan Turnipseed, Cheyney University of Pennsylvania
Fells Point	Membership Committee	Eric Brown, Iowa State University
Guilford MASTER SCHOLAR SESSION	Exploring a Theory of Dining: In-home, local community, and eating while traveling	Chris Roberts, DePaul University and Linda Shea, University of Massachusetts, Amherst
Kent	Meetings, Events, Conventions, Conferences SIG Presentation	Lisa Thomas, DePaul University; George Fenich,
7029	Scientific Paper Review Committee	Jeff Beck, Michigan State University
7059	Environmental Hospitality Issues SIG Meeting	Tim Stein, Johnson & Wales University, Denver
12:45 - 1:30pm		
CONCURRENT SESSIONS sponsored by 		
Homeland *Travel & Leisure David Chiawo, moderator	106 - Examining wetlands' perceived benefits and its impacts on the importance of wetlands facilities and infrastructure, and future intention toward wetlands	Eunkyong Park, Iowa State University and Sojung Lee, Iowa State University
	59 - Do Tourists Travel to Disaster Stricken Areas? The Effect of Historic SC Floods on Tourists' Travel Intention	Chuhan Renee Wang, University of South Carolina and Ercan Turk, University of South Carolina
Watertable A * Lodging Marketing Joy Dickerson, moderator	88 - Hotel Cancellation Practices Research: Theoretical Foundations and Propositions	Arash Riasi, University of Delaware; Zvi Schwartz, University of Delaware; and Chih-Chien Chen, University of Nevada, Las Vegas
	53 - Love spillover from a hotel sub-brand to its corporate brand: A three-way interaction model	Yao-Chin Wang, University of Arkansas; Hailin Qu, Oklahoma State University; and Jing Yang, Oklahoma State University
	93 - The Effects of Leadership Satisfaction on Engagement, Retention, and Loyalty	Laura Book, University of Nevada, Las Vegas; Anthony Gatling, University of Nevada, Las Vegas; and Jungsun Kim, University of Nevada, Las Vegas
Watertable B * Marketing Suzanne Bagnera, moderator	29 - Repeat Purchase of Room Sharing Services: Effects of host attributes and traveler experience	Karen Xie, University of Denver and Linchi Kwok, California State Polytechnic University Pomona
	67 - Why consumers like Airbnb: a grounded theory approach	Eunjin Kwon, Lamar University and Sean McGinley, Florida State University
	97 - Customer loyalty in peer-to-peer accommodation services: Effects of psychological distances on repeat purchase with hosts	Kevin Kam Fung So, University of South Carolina; Karen Xie, University of Denver; and Jiang Wu, Wuhan University
Watertable C * Lodging Jill Craft, moderator	89 - A Field Study of Hotel Gratuity Envelopes and Guests' Tipping Behavior: Do gratuity envelopes work for preferred floor guests?	I-Hsuan Shih, Texas Tech University; Catherine Jai, Texas Tech University; and Shane Blum, Texas Tech University
	103 - Hotel Crime Pattern Perceived by Hotel Guest	Xi Leung, University of North Texas and Yang Yang, Temple University
	105 - Impact of Indoor Environmental Quality on Hotel Guests' Behaviors	Miran Kim, Michigan State University; Ronald Cichy, Michigan State University; Eunsil Lee, Michigan State University; Seunghyun Kim, Michigan State University; and Jaemin Cha, Michigan State University
1:30 - 2pm		
SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable	Online Learning: Do hospitality students want more?	Chad Gruhl, Metropolitan State University of Denver
Pride of Baltimore II	Unique and International Internship Programs and Internship Partnerships	Jack Samuels, Montclair State University; Nelson Lee, US-China Century Education Group and Rik Kakareko, Sea World Parks

FRIDAY, 28 JULY 2017		
1:30 – 2pm SYMPOSIA, SIG & COMMITTEE MEETINGS		
Federal Hill	Selection, Measurement and Utilization of Hospitality Business Education Metrics	Robert O'Halloran, East Carolina University
Gibson	Education Committee	Rachel Chen, University of Tennessee
Guilford	Exploring a Theory of Lodging	Chris Roberts, DePaul University and Linda Shea, University of Massachusetts, Amherst
Fells Point	Revenue Management SIG	Zvi Schwartz, University of Delaware
Kent	Lodging SIG Meeting	William Frye, Niagara University
7029	Awards Committee	Maureen Brookes, Oxford Brookes University
7059	Facilities Management SIG Meeting	Dina Zemke, University of Nevada, Las Vegas
1:45 - 2:30pm CONCURRENT SESSIONS sponsored by 		
Homeland Travel & Leisure	111 - Tourism policy and implementation in India: A Centre vs. State tug-of-war	Tanmay Sharma, Indiana University and Joseph S. Chen, Indiana University
	14 – Residents' Identity Motives and Attitudes toward Dark Tourism	Suosheng Wang, Indiana University-Purdue University Indianapolis and Shengrong Chen, Sun Yat-sen University
Watertable A *Legal & Gaming, Meetings & Conventions, Travel & Leisure Mahmood Khan, moderator	66 - Examining Customer Migration in the Gaming Industry	Matt Alhaery, IBM and Eunju Suh, Florida International University
	70 – Media Effect on Resident Attitudes toward an Olympic Bid	Qiulin Lu, Southeast University and Brian Mihalik, University of South Carolina
	122 - Making Better Places to Visit: Using the product—country image framework to understand travelers' loyalty towards responsible tourism operators	Makarand Mody, Boston University; Jonathon Day, Purdue University; Sandra Sydnor, Purdue University; Xinran Lehto, Purdue University and William Jaffé, Purdue University
Watertable B *Service Management & Marketing Fred Becker, moderator	40 - When do employees speak up? Examining employee psychological brand ownership and voice behavior	Lina Xiong, Colorado State University and Ceridwyn King, Temple University
	113 - The Role of Employee Well-Being in Internal Brand Management: An exploratory study in a restaurant chain	Enrique Murillo, ITAM Mexico City and Ceridwyn King, Temple University
	128 - We Want to Support Because You are Local Underdogs	Jungyoung Tiffany Shin, University of Houston; Rodney Warnick, University of Massachusetts, Amherst; and Melissa Baker, University of Massachusetts, Amherst
Watertable C *Service Management Travel & Leisure Nathan Line, moderator	114 - The Influence of a Hospitable Healthcare Environment on Patient Responses	Courtney Sues Raeisinafchi, Boston University and Makarand Mody, Boston University
	4 - Medical Tourism and Wellness Travel Study: Design methodology and questionnaire development for the Next MMGY Global Portrait of American Travelers® Survey	Frederick DeMicco, University of Delaware; Peter Yesawich, Cancer Treatment Centers of America; and Thomas Ilvento, University of Delaware
	17 - Travel Related Diseases: Risks and Prevention Strategies	Said Ladki, Lebanese American University and Jad Abdulsamad, Lebanese American University
2:15 – 2:45pm SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable	The Current Status and Future of Beverage Education within Hospitality Management Programs	Jean Hertzman, New Mexico State University
Pride of Baltimore II	Field Learning: An Integrated Model for Effective Hospitality Education through Community Engagement	Umberto Gori, Apicius-International School of Hospitality
Gibson MASTER TEACHING SESSION Amanda Belarmino, moderator	Hackathon: Hacking Teaching Challenges in the Hospitality and Tourism Classroom: Using the Hackathon format participants will “Hack” teaching challenges faced in today’s classroom	Sheryl Kline, University of Delaware; Kristin Malek, Kansas State University; Mary Jo Dolasinski, DePaul University; and Fred Mayo, New York University
Federal Hill	Facilities Management SIG Presentation—Developing the New Generation of Facility Managers Focusing on Green and Sustainable issues in the Hospitality Industry	Dan Crafts, Missouri State University
Guilford	JHTR Editorial Review Board	Chris Roberts, DePaul University
Kent	Marijuana Legalization and Impacts on Tourism and Leisure/Entertainment Industries	Jack Samuels, Montclair State University
7029	Finance Committee	Toni Repetti, University of Nevada, Las Vegas
7059	Bylaws, Policies & Procedures Committee	Wanda Costen, Northern Arizona University
2:45pm - 3:30pm CONCURRENT SESSIONS sponsored by 		
Homeland *Service Management & Marketing Marketa Kubickova, moderator	69 - Online Customer Engagement to Co-create Values in Service Innovation: An Exploratory Study	Tingting Zhang, University of Central Florida; Edwin Torres, University of Central Florida; and Can Lu, Ohio State University
	36 - Creating Memorable Experiences in the Accommodations Industry: A Core-Periphery Framework of Experiential Consumption	Makarand Mody, Boston University, Courtney Sues, Boston University; and Xinran Lehto, Purdue University

FRIDAY, 28 JULY 2017		
2:45pm - 3:30pm		
CONCURRENT SESSIONS sponsored by 		
Watertable A *Human Resources Faizan Ali, moderator	78 - Understanding the Curvilinear Relationship between Organizational Ethnic Diversity and Innovation in Hospitality Firms	Ashokkumar Manoharan, Flinders University and Michael Gross, University of South Australia
	120 - Workplace Ostracism: Impact on social capital, organizational trust, and Service Recovery Performance	Ayşın Paşamehmetoğlu, Özyeğin University/University of Houston; Renata Fernandes Guzzo, University of Houston; and Priyanko Guchait, University of Houston
Watertable B	STR SHARE Center-Sponsored Workshop: Global Hotel Industry Update and Future Trends (45)	Steve Hood, STR SHARE Center
3 - 3:30pm		
BEST CONFERENCE PAPER PRESENTATION		
Watertable C	Hotel employees' brand love and love behaviors: Organizational culture as the moderator	Yao-Chin Wang, University of Arkansas; Bill Ryan, Oklahoma State University; and Chu-En Yang, Ling Tung University/National Changhua University of Education
3 - 3:30pm		
SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable	A Discussion of the Amusement Park Industry in Hospitality Education	Thomas Schrier, Iowa State University
Pride of Baltimore II MASTER TEACHING SESSION	Combat Human Trafficking: Preparing future hospitality leaders	Maureen Brookes, Oxford Brookes University; Alexandros Paraskevas, University of West London; and Angela Roper, University of West London
Gibson	Increasing Revenues Through Experience Enhancement Services	Jack Samuels, Montclair State University
Federal Hill	Incorporating Soft Skills in the Syllabus	Kristin Malek, Kansas State University
Fells Point	CHRIE FutureFund Committee	Bob Bosselman, Iowa State University
Guilford	Hospitality Information Technology Professionals Presentation: Are We Teaching the Right Technology Skills? An Industry Perspective	Mehmet Erdem, University of Nevada, Las Vegas; Shawn Lee, George Mason University; Thomas Schrier, Iowa State University
Kent	Revenue Management SIG	Zvi Schwartz, University of Delaware
7029	Lodging SIG Presentation	William Frye, Niagara University
7059	Strategic Planning Committee	Amit Sharma, Pennsylvania State University
3 - 4pm		
ACPHA		
Watertable Private Dining Room	Meet & Greet	
3:15 -3:45pm	Refreshment Break	
3:45 - 4:15pm		
FORUM MEETINGS		
Guilford	4-year Educators Networking Meeting	Chris Roberts, DePaul University
Homeland	2-year Educators Networking Meeting	Josette Katz, Atlantic Cape Community College
Watertable B	Industry Networking Meeting	Brook Luedke, Hyatt Hotels
3:45 - 4:15pm		
SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable	On the Plate and Beyond the Plate: Teaching sustainability in culinary and hospitality programs	Deborah Smith, Kennesaw State University and Christian Hardigree, Kennesaw State University
Pride of Baltimore II MASTER TEACHING SESSION	Hospitality/Tourism Connects on Screen: Teaching and learning Tools	Robert O'Halloran, East Carolina University
Gibson	Lawsuits Against Hotels, Restaurants and Casinos: Learn from Others' Mistakes!	Karen Morris, Monroe Community College
Federal Hill (1 hour long)	STR SHARE Center workshop: Data and Training Resources for the Classroom	Steve Hood, STR SHARE Center
Fells Point	JHTE Editorial Review Board	Miyoung Jeong, University of South Carolina
Kent	Lodging SIG Meeting	William Frye, Niagara University
7029	Nominating Committee	Mokie Steiskal, Columbus State Community College
7059	Fulbright Alumni Ambassador Workshop	Steven Litvin, College of Charleston
Watertable A	Hospitality Business Schools SIG	Cliff Whithem, Stockton University; Sheryl Kline, University of Delaware

FRIDAY, 28 JULY 2017		
4:30 - 5:15pm CONCURRENT SESSIONS sponsored by 		
Homeland *Human Resources James Dombrosky, moderator	100 - Is Compensation Required After a Service Failure? Examining the Impact of Stealing Thunder on Customer Loyalty and Positive Word-of-Mouth	Priyanko Guchait, University of Houston; Yetong Liu, University of Houston; Rachel Han, University of Houston; Xingyu Wang, University of Houston; and Jéanna Abbott, University of Houston
	124 - Substance abuse for restaurant servers: Causes and effects	Kyle Hight, University of Central Florida and Jeong-Yeol Park, University of Central Florida
	127 - Why should we focus on error orientation in the hospitality industry? Impact on self-efficacy and service recovery performance	Priyanko Guchait, University of Houston and Xingyu Wang, University of Houston
4:30 - 5:15pm CONCURRENT SESSIONS sponsored by 		
Watertable A *Meetings & Convention Management Ravi Pandit, moderator	27 - Meeting Your Exhibitors: How dress conformity, trustworthiness, attractiveness affect approach behavior in trade shows	Jie Sun, University of Nevada, Las Vegas and Choongbeom Choi, University of Nevada, Las Vegas
	39 - Reconnoitering Relationships: Association meetings and events	Seung Hyun Lee, East Carolina University and George G. Fenich, East Carolina University
	125 - Conceptualizing a business-to-business relationship of meeting planners in a disruptive business environment.	Miyoung Jeong, University of South Carolina and Haemoon Oh, University of South Carolina
Watertable B Service Management & Marketing	74 - Misbehaviors of customers on service experience: an appraisal theory perspective	Ruiying Cai, Washington State University; Lu Lu, Temple University; Dogan Gursoy, GWTRTA; and Christina Chi, Washington State University
	31 - Employee conspicuous consumption cue and consumers' responses to service failures	Laurie Wu, Temple University; Kevin Kam Fung So, University of South Carolina; Lina Xiong, Colorado State University; and Ceridwyn King, Temple University
Watertable C Marketing	20 - Mental Shortcuts Versus Cognitive Processing of Travel Review Content	Laura Book, University of Nevada, Las Vegas and Sarah Tanford, University of Nevada, Las Vegas
	130 - Can positive experience sharing backfire? The impact of perceived travel bragging on persuasion	Hongbo Liu, Temple University; Luorong Laurie Wu, Temple University; and Xiang Robert Li, Temple University
	115 - Symbolic vs. Functional Value on Restaurant Online Reviews: The role of reference groups and self-goals	Jee-Ahe Ahn, Ohio State University
4:30 - 5pm SYMPOSIA, SIG & COMMITTEE MEETINGS		
St. George Roundtable	Null Hypothesis Statistical Testing (NHST) versus Somewhat Precise Outcome Testing (SPOT)	Chris Roberts, DePaul University and Linda Shea, University of Massachusetts, Amherst
Pride of Baltimore II	Using Technology for Student-Centered Learning—Examining and Sharing the Best Practices for Digital Pedagogy	Amit Mehrotra, New York City College of Technology, City University of New York; Jeffrey Lolli, Widener University; and Ajay Kumar Aluri, West Virginia University
Gibson	The Development of Tip Elimination and Its Effects on the Industry – Part II	Paul Bagdan, Johnson & Wales University and Brian Warrenner, Johnson & Wales University
Fells Point	Service Management SIG	David Solnet, University Of Queensland
Guilford	ICHRIE Research Reports Editorial Board	Amit Sharma, Pennsylvania State University
7029	A Road Map to Keep it 100: Pedagogy about Misogyny/Male Privilege/Sexual Assault	Reg Foucar-Szocki, James Madison University
7059	Financial Investment Subcommittee	Toni Repetti, University of Nevada, Las Vegas
5:30 until close CONFERENCE CEREMONY & EVENTS		
5:30-6:30pm Watertable Private Dining Room	Past Presidents' Reception (<i>invitation only</i>)	
6:30-7pm Maryland	Pre-Awards Mix & Mingle Reception	
7-8:30pm Maryland ABC	Awards Dinner	Theme: 'Fun in the Sun'
8:45-9:45pm Maryland ABC	Awards Ceremony	
9:45pm + Maryland ABC	Photo Opportunity for Award Winners	
9:45pm + Maryland ABC	Post Awards Party	
SATURDAY, 29 JULY 2017		
8-12noon Homeland	Board of Directors Meeting	