

**2021 Annual ICHRIE Summer Conference – Virtual Schedule** *(schedule subject to change)*  
All times noted are ET

MONDAY, 26 JULY 2021	
9:00 am – 10:15 am	Annual Business Meeting
10:30 am – 11:30 am	Conference Orientation
12:00 pm – 3:00 pm	Deans & Directors
3:00 pm – 4:00 pm	SIG - Human Resources
3:00 pm – 4:00 pm	SIG - Meetings, Events, Exhibitions and Convention Management
3:30 pm – 4:30 pm	JHTE Editorial Board Meeting
4:00 pm – 5:00 pm	SIG - Club Management
4:00 pm – 5:00 pm	SIG - Beverage Education
4:00 pm – 5:00 pm	SIG - Experiential Education
6:00 pm – 7:30 pm	Opening Session
8:00 pm – 11:00 pm	Asia Pacific Regional Programming

TUESDAY, 27 JULY 2021		
9:00 am – 10:15 am	New Leadership Introduction Ceremony	
10:30 am – 11:45 am	Keynote: Association CEO Panel	Roger Dow, U.S. Travel Association Tom Bene, National Restaurant Assoc.
12:00 pm – 12:45 pm	<b>First Presentation</b> <i>Grant Program Bias in the Hospitality Industry: Experience from Paycheck Protection Program</i>	<b>Authors:</b> Michael S. Lin and Amit Sharma
	<b>Second Presentation</b> <i>The Nexus of Macroeconomic Conditions and Cash Holdings: The Moderating Role of Financial Constraints in Restaurant Firms</i>	<b>Authors:</b> Ilhan Demirer, Tarik Dogru, Murat Kizildag and Ozgur Ozdemir
12:00 pm – 12:45 pm	<b>First Presentation</b> <i>Race Matters: aversive prejudice and African American restaurateurs' crowdfunding performance</i>	<b>Authors:</b> Xiaodan Mao-Clark, Yoon Koh and Agnes DeFranco
	<b>Second Presentation</b> <i>Determinants of brand loyalty affecting consumer's emotional attachment with restaurants</i>	<b>Author:</b> Md Kamruzzaman
12:00 pm – 12:45 pm	<b>First Presentation</b> <i>Case Study Hotel Maverick: Development of Concept, Feasibility, Construction and Curriculum Integration of an on-Campus Teaching Hotel</i>	<b>Author:</b> Britt Mathwich
12:00 pm – 12:45 pm	<b>Second Presentation</b> <i>Excellence in Teaching: Achieving Research and Service through Course Design</i>	<b>Author:</b> Noel Criscione-Naylor
12:00 pm – 12:30 pm	<b>Symposium</b> – Meeting the students where they're at: Opportunities and challenges	<b>Presenters:</b> Lisa Cain, Andrew Moreo, Miranda Kitterlin and James Williams
12:00 pm – 12:30 pm	<b>Symposium</b> – Tackling the Accreditation and	<b>Presenters:</b> Stephanie Hein and Jeff

	Program Review Process: Developing Effective Self-Studies	Lolli
12:30 pm – 1:00 pm	<b>Symposium</b> – Hospitality, Retail and Tourism Senior Undergraduate Student's Discernment of their Careers	<b>Presenter:</b> Rachel Mammen
12:30 pm – 1:00 pm	<b>Symposium</b> – Academic Publishing: Positioning Research for Generalizability, Citation, & Publication	<b>Presenters:</b> Chris Roberts and Linda Shea
1:00 pm – 1:45 pm	<b>First Presentation</b> <i>Correlating Flickr Photo Data to Hospitality Sales in a Destination</i>	<b>Authors:</b> Tracy Michaud, Colleen Metcalf, Todd Gabe and Matthew Bampton
	<b>Second Presentation</b> <i>Emotional Solidarity and Residents' Attitudes toward Tourism: The Mediating Role of Wellbeing</i>	<b>Authors:</b> Adiyukh Berbekova, Sujie Wang and Muzaffer Uysal
1:00 pm – 1:45 pm	<b>First Presentation</b> <i>Exploring Consumers' Dining Behaviors and Risk Perceptions during COVID-19</i>	<b>Authors:</b> Bingjie Liu-Lastres and Han Wen
	<b>Second Presentation</b> <i>Assessing Viability of Tourism Linkage and Local Food &amp; Agriculture Systems</i>	<b>Authors:</b> Amit Sharma and Dario Miocevic
1:00 pm – 1:45 pm	<b>First Presentation</b> <i>Analyzing Satisfiers and Dissatisfiers for Casino Buffet Restaurant: Buffet at Bellagio</i>	<b>Authors:</b> Tevfik Demirciftci, Amanda Belarmino, Carola Raab and Ozgur Ozdemir
	<b>Second Presentation</b> <i>Predicting Travelers' Local Food Purchase Intention Using the Theory of Planned Behavior and Perceived Values</i>	<b>Authors:</b> Yvette Green and Han Chen
1:00 pm – 1:30 pm	<b>Symposium</b> – Developing Open Educational Resources for Event, Hospitality, & Tourism Courses	<b>Presenters:</b> Eric Olson and Abbey Elder
1:30 pm – 2:00 pm	<b>Symposium</b> – Teaching with Kahoot! Enhancing Online Learning and Engagement with Gamification	<b>Presenter:</b> Stuart Levy
1:30 pm – 1:50 pm	<b>Presentation</b> – <i>Benefit Segmentation and Switching Intentions of Craft Distilled Spirit Consumers</i>	<b>Authors:</b> Cortney Norris, Scott Taylor Jr. and D. Christopher Taylor
2:00 pm – 2:45 pm	<b>First Presentation</b> <i>Single Parent Travelers: Implications for Marketing</i>	<b>Authors:</b> Sara Neilson and Cynthia Deale
	<b>Second Presentation</b> <i>A Longitudinal Investigation of the Reciprocal Relationships Between Remembered Destination Brand Experience, Emotions, and Brand Attachment</i>	<b>Authors:</b> Yueying He and Kevin Kam Fung So
2:00 pm – 2:30 pm	<b>Symposium</b> – Exploring a Theory of Casino Gaming	<b>Presenters:</b> Chris Roberts and Nicholas Thomas
2:00 pm – 2:30 pm	<b>Symposium</b> – So you want to write a book?	<b>Presenter:</b> Betsy Stringam
2:30 pm – 3:30 pm	SIG - Lodging	
2:30 pm – 3:30 pm	SIG - Hospitality Information Technology	
2:30 pm – 3:30 pm	Research Committee Meeting	
3:30 pm – 4:30 pm	WestCHRIE Federation Meeting	
3:30 pm – 4:30 pm	EuroCHRIE Federation Meeting	
3:30 pm – 4:30 pm	SECSA Federation Meeting	

3:30 pm – 4:30 pm	NENA Federation Meeting
3:30 pm – 4:30 pm	CentralCHRIE Federation Meeting
5:00 pm – 6:00 pm	Networking Event

<b>WEDNESDAY, 28 JULY 2021</b>	
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9:00 am – 10:15 am	<b>Keynote:</b> Rob Torres, Director of Google Travel	
10:30 am – 11:30 am	<b>Workshop:</b> Restaurant Technology	<b>Presenter:</b> Robert Grimes
11:00 am – 11:45 am	<b>First Presentation</b> <i>The evolution of sustainability research in the realm of hospitality: A bibliometric analysis</i>	<b>Authors:</b> Mohamed Hefny, Mahmood Khan and Farida Mohamed
	<b>Second Presentation</b> <i>The reshaped servicescape: The roles of signage and partitions on customer behavior intentions during the COVID-19 pandemic</i>	<b>Authors:</b> Misun Sunny Kim and Melissa Baker
11:00 am – 11:45 am	<b>First Presentation</b> <i>How do Photos Matter in Restaurant Crowdfunding? Evidence from Deep Learning Visual Content Analysis</i>	<b>Authors:</b> Yun Yang and Yoon Koh
	<b>Second Presentation</b> <i>Restaurant Consumers' Perceptions of Effective COVID-19 Mitigation Strategies: A Scale Development</i>	<b>Authors:</b> Yang Xu, Smita Singh, Eric Olson and Eunha Jeong
11:00 am – 11:45 am	<b>First Presentation</b> <i>The influence of branding on commercial mortgage loan underwriting in the hotel sector</i>	<b>Author:</b> Amrik Singh
	<b>Second Presentation</b> <i>Just How Profitable are Managerial Responses in Service Recovery? An Investigation of Online Hotel Reviews</i>	<b>Authors:</b> Karen Tan, Suiwen Zou and Xiang Li
11:00 am – 11:30 am	<b>Symposium</b> – Life after promotion: What do we do now?	<b>Presenters:</b> Miranda Kitterlin, James Williams, Donald Schoffstall, and Eric Brown
11:00 am – 11:30 am	<b>Symposium</b> – Encouraging Student Engagement in Festival Volunteerism and Tackling Mental Health Issues	<b>Presenters:</b> Nichole Hugo and Daniel Plunkett
11:30 am – 12:00 pm	<b>Symposium</b> – Are we preparing our students for all aspects of the restaurant industry?	<b>Presenters:</b> Scott Taylor Jr. and Ryan Giffen
11:30 am – 12:00 pm	<b>Symposium</b> – The Perception of Artificial Intelligence (AI) in the Hospitality Industry	<b>Presenter:</b> Godwin-Charles Ogbeide
12:00 pm – 1:00 pm	<b>Workshop:</b> Hotel Technology	<b>Presenter:</b> TBD
12:00 pm – 12:45 pm	<b>First Presentation</b> <i>Why do you recommend? The role of passenger emotion in predicting recommendation intention</i>	<b>Authors:</b> Xi Wang, Jie Zheng and Xingjian Xu
	<b>Second Presentation</b> <i>Investigating the Relationship among Image Formation Agents, Perceived Risk and Travel Intention of Post-Disaster Destination</i>	<b>Authors:</b> Hang Cui, So Jung Lee and John Salazar

12:00 pm – 12:20 pm	<b>Presentation:</b> <i>Differences on Pro-Environmental Behaviors between Airbnb and Hotel Guests: The Roles of Guest-Host Interaction, Awareness of Consequences, and Place Attachment</i>	<b>Authors:</b> Xingyi Zhang and Sojung Lee
12:00 pm – 12:30 pm	<b>Best Paper</b> – Understanding when and how trust climate promotes proactive safety behaviors	<b>Authors:</b> Seontaik Kim, Gyumin Lee, and Peter Kim
12:00 pm – 12:30 pm	<b>Symposium</b> – Using the SEE-I: Gateway to Clarity in the Hospitality Classroom	<b>Presenters:</b> James Dombrosky and Frank Tsai
12:00 pm – 12:30 pm	<b>Symposium</b> – Healthcare Events & Hospitality: Opportunity for a Dynamic Collaboration Roundtable Discussions	<b>Presenters:</b> Eric Olson, Brandon Howell, Matthew Stone and Thomas Padron
12:30 pm – 1:00 pm	<b>Symposium</b> – The Current State and Future of Restaurant Management Lab Courses in Response to COVID-19	<b>Presenters:</b> Jean Hertzman, Andrew Moreo, and Patrick Moreo
12:30 pm – 1:00 pm	<b>Symposium</b> – The ethics of collecting and using online data	<b>Presenters:</b> John Gerdes and Betsy Stringam
12:30 pm – 1:00 pm	<b>Best Paper</b> – Applying Experience Sampling Methodology to the Hospitality Management Context	<b>Authors:</b> Heyao Yu, Lindsey Lee, and Juan Madera
1:00 pm – 2:00 pm	<b>Workshop:</b> Meeting & Event Technology	<b>Presenter:</b> TBD
1:00 pm – 1:45 pm	<b>First Presentation</b> <i>Does the market overreact? The role of asset-light strategy in long-term firm performance</i>	<b>Authors:</b> Akshaya Pawar, Raju Gholap and Atul Sheel
	<b>Second Presentation</b> <i>GIS Methods and Hospitality Research: A Systematic Review of 40 Years of Research</i>	<b>Author:</b> Jeffery Kreeger
1:00 pm – 1:45 pm	<b>First Presentation</b> <i>Food Choices and Information Availability: True Cost of Food</i>	<b>Authors:</b> Amit Sharma, Martina Vecchi and Inhaeng Jung
	<b>Second Presentation</b> <i>The impact of perceived healthiness in dining experience with contextual moderators</i>	<b>Authors:</b> Yumi Lim, Peter B Kim and Ben Nemeschansky
1:00 pm – 1:20 pm	<b>Presentation:</b> <i>A Comprehensive Examination of Consumers' Food Delivery App Usage during the COVID-19 pandemic in the U.S.: A Gender Perspective</i>	<b>Authors:</b> Han Wen, Sanjukta Pookulangara and Bharath Josiam
1:00 pm – 1:30 pm	<b>Symposium</b> – Short Global Academic Programs Forum: Cruise Classes and Expo 2020/Dubai Attractions Management	<b>Presenters:</b> Jack Samuels and Stanley Chiang
1:30 pm – 2:00 pm	<b>Symposium</b> – Exploring What Students Want in the Hospitality Classroom	<b>Presenters:</b> Mary Jo Dolasinski and Chris Roberts
2:00 pm – 2:30 pm	<b>Symposium</b> – Student mental health issues + academics: Where do faculty fit in to this equation?	<b>Presenters:</b> Jeff Lolli and Donna Albano
2:00 pm – 5:00 pm	Research Marathon	
2:30 pm – 3:00 pm	<b>Symposium</b> – Integrating Project Management into Hospitality Curriculum	<b>Presenters:</b> Timothy Flohr and Catherine Curtis
3:00 pm – 4:00 pm	ESD Faculty Advisor Meeting	
3:00 pm – 4:00 pm	SIG Chair Meeting	
5:00 pm – 6:00 pm	Networking Event	

THURSDAY, 29 JULY 2021		
9:00 am – 10:15 am	<b>Keynote:</b> Women in Leadership	
10:30 am – 11:30 am	<b>Workshop:</b> CEO/COO Women's Breakout	
11:00 am – 11:45 am	<b>First Presentation</b> <i>How Do Customers Perceive Corporate Social Responsibility Messages during COVID-19?</i>	<b>Authors:</b> Alice Yeonjung Kang and Melissa Baker
	<b>Second Presentation</b> <i>Mediating Hotel Experiences with Online Photos</i>	<b>Authors:</b> Zeya He, Laurie Wu and Xiang Li
11:00 am – 11:45 am	<b>First Presentation</b> <i>Perceived Supervisor Support, Job Crafting, and Restaurant Employees' Emotional Exhaustion: The moderating role of mindfulness</i>	<b>Authors:</b> Han Chen and Yvette Green
	<b>Second Presentation</b> <i>How the Hotel Industry Attracts Generation Z employees: An application of social capital theory</i>	<b>Authors:</b> Xi Leung, Jie Sun and Huiying Zhang
11:00 am – 11:45 am	<b>First Presentation</b> <i>Using text mining for study hotel marketing in systematic reviews: a systematic review of current approaches hospitality marketing, hotel marketing, review paper, text mining</i>	<b>Authors:</b> Jeou-Shayn Horng, Chih-Hsing Sam Liu, Sheng-Fang Chou, Tai Yi Yu and Da Chian Hu
	<b>Second Presentation</b> <i>Is technology always good? Rethinking hotel guest technologies from Big Data</i>	<b>Authors:</b> Hyekyung Park, Minwoo Lee and Agnes DeFranco
11:00 am – 11:30 am	<b>Symposium</b> – Academic Work-Life Balance in a Quarantine	<b>Presenters:</b> Miranda Kitterlin-Lynch, Andrew Moreo, James Williams, and Lisa Cain
11:00 am – 11:30 am	<b>Symposium</b> – Challenges and Future of Hospitality Education: An Innovative Leadership Perspective	<b>Presenter:</b> Godwin-Charles Ogbeide
11:30 am – 12:00 pm	<b>Symposium</b> – Retailtainment and Leisure Entertainment Malls: Impacts for the Hospitality and Tourism Industry	<b>Presenter:</b> Jack Samuels
12:00 pm – 1:00 pm	Castell@College Chat	
12:00 pm – 12:45 am	<b>First Presentation</b> <i>Facial Expressions as A Measure of Consumer Satisfaction: An Exploratory Study</i>	<b>Authors:</b> Mahmood Khan, Farida Mohamed and Mohamed Hefny
	<b>Second Presentation</b> <i>Building Trust in Restaurant Curbside Pickups: The mediating effects of Access, Innovativeness and Service Effectiveness</i>	<b>Authors:</b> Smita Singh and Eric D Olson
12:00 pm – 12:45 am	<b>First Presentation</b> <i>Customers' benefit and risk perceptions of Ghost kitchens: Prospect and trust building theories</i>	<b>Authors:</b> Ruiying Cai, Xi Leung, and Christina Chi
	<b>Second Presentation</b> <i>High-Stakes Experiential Learning in a Hospitality Entrepreneurship Pop-up Restaurant Project</i>	<b>Authors:</b> Pauline Milwood, Sarah Hartman-Caverly and Laura Cruz
12:00 pm – 12:30 pm	<b>Best Paper</b> – Management Practices as Capabilities: Identifying Specific Practices and Testing their Effects on Hotel Performance	<b>Authors:</b> Ana Biselli-Aidar, Luiz Artur Ledur Brito, and Mar Vila

12:00 pm – 12:30 pm	<b>Symposium</b> – Exploring a Theoretical Perspective of the Human Experience at Events	<b>Presenters:</b> Mary Jo Dolasinski, Chris Roberts and Juan Mendez
12:00 pm – 12:30 pm	<b>Symposium</b> – Senior Living as a Hospitality Segment	<b>Presenter:</b> Nancy Swanger
12:30 pm – 1:00 pm	<b>Symposium</b> – Exploring the Mind of a Chef	<b>Presenters:</b> Mark Traynor, Andrew Moreo and Lisa Cain
12:30 pm – 1:00 pm	<b>Symposium</b> – Recent Lawsuits Against Hotels, Restaurants, and Casinos: Learn from Others' Mistakes	<b>Presenters:</b> Karen Morris and Jane Ohlin
1:00 pm – 1:45 pm	<b>First Presentation</b> <i>Using Learning Interaction Reports to Enhance Student Success and Employer Satisfaction</i>	<b>Authors:</b> Noel Criscione-Naylor, Bill Quain, Polly College and Tara Marsh
	<b>Second Presentation</b> <i>The push and pull factors in the internationalization of hospitality and tourism education: today and tomorrow</i>	<b>Authors:</b> Rick Lagiewski and Paul Barron
1:00 pm – 1:45 am	<b>First Presentation</b> <i>Forecasting at Capacity: The Bias of Unconstrained Forecasts</i>	<b>Author:</b> Timothy Webb
	<b>Second Presentation</b> <i>Examining the interrelationships between Airbnb experience, memorability, and platform loyalty: Insights from a sequential mixed methods approach</i>	<b>Authors:</b> Jing Li, Kevin Kam Fung So, and Simon Hudson
1:00 pm – 1:30 pm	<b>Symposium</b> – Making Sense of Programmatic Assessment: A Comprehensive Plan and Reporting Tool	<b>Presenters:</b> Jeff Lolli and Stephanie Hein
1:00 pm – 1:30 pm	<b>Symposium</b> – Ethical Decision Making: Contagion	<b>Presenters:</b> Reg Foucar-Szocki and Miguel Baltazar
1:30 pm – 2:00 pm	<b>Symposium</b> – That was then, this is now. 2D Virtual Reality Simulations for Active Learning	<b>Presenter:</b> Alison Green
1:30 pm – 2:00 pm	<b>Symposium</b> – Understanding traveler psychology and the influence of 'home-like' environments	<b>Presenters:</b> Courtney Suess, Makarand Mody and Tarik Dogru
2:00 pm – 5:00 pm	Poster Sessions	
3:00 pm – 4:00 pm	Networking Event	

### FRIDAY, 30 JULY 2021

9:00 am – 10:15 am	Hotel CEO Panel	
10:30 am – 11:30 am	Workshop: Bridging the Gap between Industry & Academia	Presenter: TBD
11:00 am – 11:45 am	<b>First Presentation</b> <i>Deprioritized sustainability in the midst of pandemic</i>	<b>Authors:</b> Inhaeng Jung and Amit Sharma
	<b>Second Presentation</b> <i>Using Agent-based Modeling to Guide eWOM-related Hospitality Business Strategies</i>	<b>Authors:</b> Ye Zhang, Jie Gao, Anil Bilgihan, and Peter Ricci
11:00 am – 11:45 am	<b>First Presentation</b> <i>A comparison of cross-sectional versus longitudinal data in scale development in tourism and hospitality research</i>	<b>Authors:</b> Kevin Kam Fung So, Jing Li, and Hyunsu Kim

	<b>Second Presentation</b> <i>Challenging the compensation effect of the stereotype content model: The role of smile intensity among service employees</i>	<b>Authors:</b> Hyounae Kelly Min and Yaou Hu
11:00 am – 11:30 am	<b>Best Paper</b> – Defining Wine Culture	<b>Authors:</b> Michelle Russen, Mary Dawson, D. Christopher Taylor, and Dennis Reynolds
11:00 am – 11:30 am	<b>Symposium</b> – Best Practices for Creating Successful Virtual Internship Classes	<b>Presenters:</b> Donna Albano and David Schweiger
11:00 am – 11:30 am	<b>Symposium</b> – A Discussion of the Amusement Park Industry	<b>Presenter:</b> Thomas Schrier
11:30 am – 12:00 pm	<b>Symposium</b> – Managing energy consumption in hotels through smart home technology	<b>Presenters:</b> Nichole Hugo and Toqeer Israr
11:30 am – 12:00 pm	<b>Symposium</b> – Fostering Learning and Research Collaborations: Connecting the Classroom to the Community through a University Tourism Research Institute	<b>Presenters:</b> Dan Plunkett and Kate Evans
12:00 pm – 1:00 pm	Workshop: STR Global Update	Presenter: TBD
12:00 pm – 12:45 am	<b>First Presentation</b> <i>Toward a Theory of LGBT+ Hospitable Health Clinic Services</i>	<b>Author:</b> Eric Olson
Moderator:	<b>Second Presentation</b> <i>The Effects of Service Customization and Employee Authenticity on Customer Delight: The Moderating Role of Hotel Star Rating</i>	<b>Authors:</b> Soyeon Kim, Miran Kim, and Lae Choi
12:00 pm – 12:30 pm	<b>Best Paper</b> – Intertemporal Tourism Clusters and Community Resilience	<b>Authors:</b> Jinwon Kim and Yongjin Lee
12:00 pm – 12:30 pm	<b>Symposium</b> – MicroLearning Application in the Hospitality Classroom	<b>Presenters:</b> Joel Reynolds and Mary Jo Dolasinski
12:00 pm – 12:30 pm	<b>Symposium</b> – Understanding GEN Z as Learners in Hospitality and Tourism Education: From Performance to Curiosity	<b>Presenters:</b> Reg Foucar-Szocki, Diane Foucar-Szocki and Katherine Foucar-Szocki
12:30 pm – 1:00 pm	<b>Symposium</b> – Leadership in Risk Prevention and Crisis Management: CEOs' experiences, perceptions, and expectations	<b>Presenters:</b> Rachel Jc Fu, Howard Titjen, and Richard Goldman
12:30 pm – 1:00 pm	<b>Symposium</b> – Workshop on Experimental Research Method in Hospitality and Tourism	<b>Presenters:</b> Xi Leung and Lawrence Fong
1:00 pm – 2:00 pm	SIG - Hospitality Programs in Business Colleges	
1:00 pm – 2:00 pm	SIG - Historically & Predominantly Black Colleges & Universities	
1:00 pm – 2:00 pm	SIG - Community Colleges & High Schools	
2:00 pm – 3:00 pm	SIG - Hospitality Sales & Marketing	
2:00 pm – 3:00 pm	SIG - Revenue Management	
3:00 pm – 4:00 pm	SIG - Sustainability and Innovation	
3:00 pm – 4:00 pm	SIG - Travel & Tourism	