Tuesday 7/23/24		
Time	**Location**	**Event**
8:30 am- 12:00 pm		
	ITHQ- 6th Floor	Board of Directors Meeting, morning (by invitation only- incoming and outgoing board members only) 8:30 am Continental breakfast-9:00 am Meeting begins
12:00 pm- 1:00 pm		
	ITHQ	Board of Directors Lunch
1:00 pm- 1:30 pm		
	ITHQ	Frank Wolfe HFTP Addresses the Board of Directors
1:30 pm- 3:00 pm		
	ITHQ	Board of Directors Meeting, afternoon Concurrent group events
3:00 pm- 4:00 pm		
	ITHQ	Touring Options
6:00 pm- 8:30 pm		
	ITHQ	Board of Directors Dinner

Wednesday 7/24/24		
Time	**Location**	**Event**
8:00 am- 6:00 pm		
	Foyer Ballroom East	Registration
9:00 am- 12:00 pm		
	Joyce	The 2024 ICHRIE Research Marathon - A Collaboration with The Sustainable Hospitality Alliance
9:00 am- 12:00 pm		
	Musset	STR/CoStar SHARE Center Pre-conference Update Session An expanded update on new products, training and data
9:00 am- 12:30 pm		
	Drummond Centre West	Deans & Directors Session (by invitation only, registration and ticket required)
12:30 pm- 1:20 pm		
	Drummond East	Deans & Directors Lunch (by invitation only, registration & ticket required)
12:30 pm- 1:30 pm		
	Salon 6	NEW TO ICHRIE? Industry and Educators! Get to know more about the conference and International CHRIE!
1:30 PM		

Official 2024 ICHRIE Global Conference Opening

1:30 pm- 4:00 pm		
	Salon B C	FIU Hospitality Experience & ICHRIE Creative Teaching Lab
1:30 pm- 2:00 pm		
Symposiums		
	Jarry	Designing Assessments Resilient to Generative AI: A practice of teaching workshop	Cristian Morosan and Tucker Johnson, both from University of Houston
	Joyce	Improving Student Engagement through Case Simulations	Angel Gonzalez, Choonghyoung Alexis Lee and Paige P. Viren, all from California State University, Monterey Bay
	Salon 7	Creating Competency Mapping Framework in Tourism Professions for Disabilities	Peter Field, CNIB Research; Michaela Knot, CNIB Research; Evan Hazenberg, Tourism HR Canada; Ying Zhou, Tourism HR Canada; Mahadeo Sukhiaai; CNIB Research; and Andy Livingston, CNIB Research
	Salon 6	Value Creation through Diversity within Hospitality Organizations	Juan Mendez, DePaul University
1:30 pm- 2:30 pm		
Research Presentations		
	Salon 1 Education Moderator: TBA	Staff Survey Response to a New Campus: University of Technology Dublin Ireland	Detta Melia, Technological University Dublin, and Gereva Hackett
		Sustainability Management: Cases of Best Practice Hospitality and Tourism Ireland	Detta Melia, Technological University Dublin
		What Does a Hospitality Robotic Management Course Look Like? Building Core Competencies for Future Hospitality Managers in the Robotic Era	Hong Ngoc Nguyen and Cynthia Mejia, both from University of Central Florida
		Consumer Trust of AI Generated Restaurant Reviews	Anish Parikh, Montclair State University; and Susan Gordon, Purdue University

	Salon 2 Foodservice Moderator: TBA	Optimizing Fresh Product Quality: A heuristic approach to assessing loss during recovery and distribution in food service and hospitality events	Imran Ahmad and John Buschman, both from Florida International University
		AI-based Information Search in Culinary Travel Planning: Applying goal orientation theory in heuristic decision-making	Liyu Yang and Xi Leung, both from University of North Texas; and Ruiying Cai, Washington State University
	Salon 3 Tourism Moderator: TBA	Future Prospects of Artificial Intelligence in Hospitality and Tourism: Expectations and inferences	Gözdegül Baser, Antalya Bilim University
		Exploring Travel Experience in Virtual Reality: From affordance theory	Ruiping Ren, Xinzhou Normal University; Yidan Chi, The Hong Kong Polytechnic University; and Joseph Chen, Indiana University Bloomington
		Spatial Coopetition Dynamics in Airbnb Listing Prices	Hanna Lee, University of New Hampshire; Seongsoo Jang, Cardiff University; and Jinwon Kim, University of Florida
	Salon 4 Marketing Moderator: TBA	Hotel Performance Attributes, Online Reviews, and Consumer Complaining Behavior	Farzaneh Soleimani Zoghi, SRH Berlin University of Applied Sciences
		Operational Transparency in Platform Service Businesses: Unraveling its influence on customer dissatisfaction	Peihao Wang and Laurie Wu, both from Temple University
		Capturing Visuals in Hospitality: Effects of hotel-generated photos on social media engagement	Ningqiao Li, University of Houston and Fang Meng, University of South Carolina
	Salon 5 Human Resources Moderator: TBA	The Uneventful Status of Women in the Events Industry: A Mixed-Methods Approach	Trishna Mistry, University of South Florida; Brianna Clark and Jessica Wiitala, both from High Point University
		Nurturing Employee Health and Well-being in the Hospitality Industry: How health-oriented leadership influences employees' service recovery performance and organizational citizenship behavior	Wonjae Lee, Priyanko Guchait, both from University of Houston; Huy Gip, Texas A&M University; and Aysin Pasamehmetoglu and Jennet Achyldurdyyeva, both from Ozyegin University
		Understanding the Dynamics of Gig Worker Typologies in the Hospitality Industry: A Quantitative Exploration	Heyao Yu, Penn State University; Sandra Ponting, San Diego State University; Ceridwyn King, Purdue University; and Lindsey Lee, University of Houston

Special Session

	Salon A	Finance Committee Meeting Lisa Slevitch	

2:00 pm- 3:00 pm

	Salon 6	SIG Cruise Management	Fred DeMicco & Vinnie Rege

2:15 pm- 2:45 pm

Symposiums

	Jarry	Emerging Scopes in Hospitality Round Table: Cannabis, esports, and entrepreneurship	Noel Criscione-Naylor, Stockton University; Maureen Peters Gittelman, Dutchess Community College; and Monica Amadio, Stockton University
	Joyce	ChatGPT for Hospitality and Tourism Education: To adopt or not to adopt	Godwin-Charles Ogbeide, Metropolitan State University of Denver
	Salon 7	Integrating Artificial Intelligence into Interdisciplinary Hospitality and Tourism Supply Chain: A design and management Workshop	Po-Ju Chen, Texas A&M University; Li-Chun Lin, Montclair State University; and Hui-Wen Shih, Southern Taiwan University of Science and Technology
	Salon 6		

2:45 pm- 3:45 pm

Research Presentations

	Salon 1 Best Paper Presentations Moderator: TBA	The Future of College and University Foodservice: A think tank	Andrew Moreo, Lisa Cain, Imran Ahmad, all from Florida International University; Imran Rahman, Auburn University; and Jingyuan Zhou, Florida International University
		Treat Humans as Objects: Robot Anthropomorphism and hospitality employees' workplace objectification	Xi Leung, University of North Texas; Bin Li, Jinan University; and Liyu Yang, University of North Texas
		Exploring Discriminatory Tourist Experiences	Vincent Tung, The Hong Kong Polytechnic University; Serene Tse, Ningbo University; and Ben Ye, South China Normal University
	Salon 2 Human Resources Moderator: TBA		
		Exploring the Evolution of the Public Attitude toward Hospitality Service Employment	Sandy C. Chen, Ohio University and Ying-Gui Qiu, Hubei University of Chinese Medicine
		Unveiling the Shadows: Exploring the dark side of Organizational Citizenship Behavior	Woody Kim and Kavitha Haldorai, both from Florida State University; and Kamshat Mussina, .N.Gumilyov Eurasian National University
	Salon 3 Tourism Moderator: TBA	The Impacts of Russia-Ukraine War on European Tourism	Chia-Ning Chiu, National Ilan University
		Estrangement Behavior in Travel and Tourism	Li Miao, University of Macau; Jinyoung Im and Kevin Kam Fung So, both from Oklahoma State University; Jingjing Hu, University of Macau; Zhuowei Huang, Sun-Yet Sen University; and Xiaoxiao Fu, University of Central Florida
		Resident Satisfaction Comparison with Sustainable Tourism in the Galapagos Islands Before and After Covid-19	Juan Carlos Valdivieso and Giovanni Rosania, both from Universidad San Francisco de Quito; and Paulina Endara, Cornell University
	Salon 4 Marketing Moderator: TBA	When a Wine Bottle Tells You a Story: Immersive storytelling through Augmented Reality (AR) and Product-Story Fit	Jiyoon Jennifer Han, Soobin Seo and Elizabeth Howlett, all from Washington State University
		Aligning Internal Policies and Employee Behaviors in LGBTQ+ Friendly Brand Management	Heejung Ro and Juhee Kang, both from University of Central Florida
		How Does Technology Encourage Customers to Compliment Frontline Service Employees?	Ruiying Cai, Washington State University and Lu Lu, Temple University

		The Marginalized Identity in Socialization Framework: Theorizing about foreign-born employees' onboarding experiences in hospitality	Cheri Young, University of Denver
	Salon 5 Human Resources Moderator: TBA	Gender Discrimination in the Wine Industry: Insights from self-determination theory	Scarlett Baughman, Cass Shum, and Jaimi Garlington, all from University of Nevada Las Vegas; and Inhaeng Jung, Sonoma State University
		Managerial Competencies in the Club & Golf Industry	Christopher Cain, University of Nevada Las Vegas and Lisa Cain, Florida International University
	Salon A	Meet the ICHRIE Editors	

3:00 pm- 3:30 pm

Symposiums

	Jarry	Creating an ICHRIE Special Interest Group (SIG) for the Field of "Hospitality Management in Senior Living and Care"	Thorsten Merkle, ZHAW Zurich University of Applied Sciences; Danny Han, Zuyd University of Applied Sciences; Paola Ossola, Cesar Ritz Colleges Switzerland; Nancy Swanger, Washington State University; and Lorna Wang, University of Surrey
	Joyce	Thought Leadership Integration for Hospitality Business Education II	Robert O'Halloran, East Carolina University
	Salon 7	The Impact of Role Models for Female Culinary Students	Julie Wawrzyniak, ITHQ
	Salon 6	Building a Business Intelligence Model to Connnect Tourism Educaiton Programs to the Toursim Indusry Ecosystem	Jean Lagueux, France Dionne

3:45 pm- 4:15 pm

Symposiums

	Jarry	Crafting an Unparalleled Author Experience for ICHRIE Journals	Jenn Vallimont, Chris Roberts, Lisa Young and Misty Johanson, all from DePaul University
	Joyce	Student Transfer from Community Colleges to Four-year Hospitality Management Programs: Successes, barriers, and opportunities	Anirudh Naig, Eric Brown, and Sarah Frette, all from Iowa State University
	Salon 7	Exploring the Viability of Introducing Targeted Books as a Value-Added Product for Hotel Guests: A consumer behavior analysis	Jean-Charles Marin, Robert Laporte and Victoria Najera-Huot, all from ITHQ
	Salon 6	Recent Lawsuits against Hotels, Restaurants, and Casinos: Learn from others' mistakes!	Karen Morris, Monroe Community College

4:00 pm- 5:00 pm

Research Presentations

	Salon 1 Finance & Accounting Education Tourism Moderator: TBA	Does Technology Matter for Hospitality Business Performance? CEOs' Perspectives of Information and Communication Technology and Its Organizational Impacts	Araceli Hernandez, Minwoo Lee, Yoon Koh, all from University of Houston; and Dong-Soo Lee, Arkansas Tech University
		Prompt Engineering in Travel Planning for AI Recommendation Adoption: Based on the SNAPPS Model	Hanna Jeong, Kyung Hee University; Shin Seung-Hun, Hong Kong Polytechnic University; and Chulmo Koo, Kyung Hee University
	Salon 2 Events Moderator: TBA	Understanding Attendee Behaviors in Virtual Events: A Mixed-Methods approach	Sung-Eun Kim, Kyungpook National University; Shinyong Jung, Purdue University; and Hhye Won Shin, University of Alabama
		A Case Study of Indoor Air Quality Assessment on Hotel Guestrooms Occupied by High School Students for National Events	Sihwan Chang, David Kwun University of Central Florida, and Howook Chang Florida International Univeristy
	Salon 3 Tourism Moderator: TBA	Small tourism business resilience to varied crisis: A systematic review and future research suggestions	Alex Arhin, University of South Carolina, David Cardenas, University of Nevada, Las Vegas; and Robin DiPietro, University of South Carolina
		Remote Work Travelers: Happiness is the key to becoming the digital nomad	Xinying Xu and Haiyan Song, both from Kong Kong Polytechnic University
		Assessing the Resilience of the Ethnic Tourism Model in Times of Crisis: Case studies from Cham Villages in Ninh Thuan, Vietnam during the COVID-19 pandemic	Ngoc Anh Nguyen, Phuong Vi Truong, Ping-Tsan Ho and Yung-Chuan Huang, all from National Kaohsiung University of Science & Technology
	Salon 4 Service Management & Marketing Moderator: TBA	Exploring the Role of Frontline Employee Humor in Enforcing Service Rules	Adam Yu and Chen-Ya Wang, both from National Tsing Hua University
		The Problem of Textile Waste in the Hospitality Industry: The present and the future	Giuseppina Menconi, Cesar Ritz Colleges; Mark Beattie, Washington State University; Martha Aitken, Washington State University Extension; Patricia Townsend, Washington State University Extension; and Hang Liu, Washington State University
		Passenger Journeys at Airport: A comprehensive analysis of experiences and intentions	Inci Polat, Suleyman Demirel University; Usman Khan, Faizan Ali, University of South Florida; and Osman Sesliokuyucu, Suleyman Demirel University
	Salon 5 Human Resources Moderator: TBA	Unveiling the Influence: Exploring the effects of visual perspective of travel vlogs on consumer attitude and behavior through the lens of ELM Model	Soo Yeon Kwak and Seonjeong Ally Lee, both from Purdue University
		When Handmade Food is Riskier: The role of food safety intervention and human care in message framing	Heyao Yu, Lavi Peng, both from Penn State University; Tiffany Legendre, University of Houston; and Anna Mattila, Penn State University
		We Have Your Back: Employee versus customer-focused support during customer incivility	Yeonjung Kang, Penn State University; Melissa Baker, University of Massachusetts Amherst; and Tiffany Legendre, University of Houston
	Salon A	JHTR Editorial Meeting	Editors of JHTR

4:30 pm- 5:00 pm

	Jarry	Analysis of Hospitality Management Program Assessments and Learning Outcomes	Keith Mandabach, New Mexico State University and Britt Mathwich, Colorado Mesa University
	Joyce	Roundtable on Utilizing Artificial Intelligence (AI) in Hospitality & Tourism Education	Choonghyoung Alexis Lee and Angel Gonzalez, both from California State University, Monterey Bay
	Salon 7	A Crisis Mitigation Management Approach Towards Organisational Preparedness	Harleen Aggarwal and Shahid Khan, both from Western Community College
	Salon 6	Challenges and solutions to Reduce Workplace Violence in the Hospitality and Tourism Industry	Arlene Limas PAVE Prevention and Lisa Young, DePaul University
5:00 pm- 5:15 pm			
	Outside Ballroom West	Campfire Discussion	
5:15 pm- 5:45 pm			
	Ballroom West	Welcome Chrystel Masdupuy Bob Bosselman with CHRIE FutureFund™ Legacy Announcement	
5:45 pm- 6:45 pm			
	Ballroom West	Welcome by Honorourable Liza Frulla, P.C.,C.,O.Q. Board Member & General Director, ITHQ Special Keynote Guest Speaker Philip Mondor, President & CEO, Tourism HR Canada	
6:45 pm- 8:15 pm			
	Ballroom Centre-East	Opening Reception in the Education & Innovation Center (Sponsored by Hyatt)	

Thursday 7/25/24			
Time	**Location**	**Event**	
7:00 am- 8:00 am			
	Ballroom Center-East	Breakfast in the Education and Innovation Center	
8:00 am- 4:30 pm			
	Foyer Ballroom	Registration Open	
8:05 am- 8:20 am			
	Ballroom West	Opening & Presentation of Awards	
8:20 am- 9:20 am			
	Ballroom West	Keynote- Sustainability Patrick O'Meara, Director of Partnerships and Business Engagement, World Sustainable Hospitality Alliance	
9:20 am- 10:00 am			
	Ballroom West	"Class in Session": how to use the information from the keynote at your school	
10:10 am- 10:40 am			

	Jarry	Fostering Golf Customer Diversity through Technology	Christopher Cain, University of Nevada Las Vegas and Lisa Cain, Florida International University
	Joyce	Artificial Intelligence (A I) to Generate a High-Tech Hospitality Operational Innovation: An introductory reality check	Adam Carmer, the University of South Florida and Frederick DeMicco, Northern Arizona University
	Salon 7	Elevating Pedagogy: AI-Powered case scenario crafting for educators	Peter Szende, The Culinary Institute of America; Jessica Hsiang and Larissa Oh
	Salon 6	Automated Customer Assistance vs. Human Delivered Service: Is it service without the human component?	Chris Roberts, Mary Jo Dolasinski, Lisa Young and Misty Johanson, all from DePaul University
10:10 am- 11:10 am			

	Salon 1 Marketing Moderator: TBA	Investigating the Interaction of Emotional Labour and Work Engagement: A comprehensive three-phase framework with mediation and moderation analyses	Chih Hsing Liu, Wen Pei Lin and Yen Ling Ng, all from National Kaohsiung University of Science and Technology
		Tourists' Psychological Entitlement and Moral Disengagement: The role of negative affectivity toward a destination	Angie Yeonsook Im, University of Georgia and Dae-Young Kim, University of Missouri
		Discovering the Process of Motivated Innovativeness in Enhancing Customer Performance Expectancy in the Context of a Ghost Kitchen	Yen-Po Fang, Ming Chuan University and Chih-Hsing Liu, National Kaohsiung University of Science and Technology
	Salon 2 Tourism Moderator: TBA	Luxury Business Travel: Does it damage the consumers' attitude toward a business morality?	Carl A. Boger Jr., Minjung Shin, Mahima Hingoraney and Jaewook Kim, all from University of Houston
		Analyzing E-SDSP Traveler Satisfaction through Complexity and Competitive Theory: Evaluating customer orientation and perceived value	Chih Hsing Liu, National Kaohsiung University of Science and Technology; Jeou-Shyan Horng, Shih Chien University; Sheng-Fang Chou and Tai-Yi Yu, both from Ming Chuan University; Yung-Chuan Huang, Yen Ling Ng and Ho Tran Vu, all from National Kaohsiung University of Science and Technology
	Salon 3 Tourism	Retirement Age and International Outbound Tourism	Thomas Davoine, EHL Hospitality Business School (HES-SO)
		Could Noise Become Beneficial? Enhancing Virtual Museum Experience by Ambient Noise	Yuansi Hou, University of Macau; Jason Li Chen, Zhenni Wu, Gang Li and Caroline Scarles, all from University of Surrey

Tourism Moderator: TBA	An Inquiry into Sustainable Stewardship: Examining Residents' Perceptions and Willingness to Participate in Sustainable Tourism Development in Costa Rica	Bingjie Liu-Lastres and Amanda Cecil, both from Indiana University Indianapolis
Salon 4 Lodging & Club Management Moderator: TBA	Decoding a Decade of Club Industry Articles: Topic modeling insights into Club F&B management trends from 2014-2023	Nuri Choi, Sojung Lee, Yoonhyung Huh and Eunha Jeong, all from Iowa State University
	Developing Experience Design Strategy for Business Travelers	Soo Yeon Kwak, Seonjeong Ally Lee and Liping Cai, all from Purdue University
	Survival Analysis of Private Clubs in U.S.	Nuri Choi and Sojung Lee, both from Iowa State University
Salon 5 IT Moderator: TBA	Enhancing Intellectual Experiences for Users: A multi-dimensional model of humanoid service robots in hospitality	Mengting Wu and Serene Tse, Ningbo University; and Vincent Tung, Hong Kong Polytechnic University
	Who's better? Competitive Positioning of Hotel Mobile Application through an Integrated Method of Business Intelligence and Impact Asymmetry Competitor Analysis	Hyekyung Park and Tarik Dogru, Florida State University; and Minwoo Lee, University of Houston
	Selling Ideas on a Fundraising Platform: The role of image aesthetics through deep learning and econometric analysis	Ningqiao Li and Yoon Koh, both from University of Houston

10:20 am- 11:45 am

Salon A	JHTE Editorial Meeting	Editors of JHTE

10:40 am- 11:10 am

Symposiums

Jarry	Sustainability in Education: Developing the next generation of hospitality & tourism leaders	Angel F. Gonzalez, Choonghyoung Alexis Lee and Paige P. Viren, all from Cal State Monterey Bay
Joyce	Next Step: Creating a strategy to increase the number of minority faculty members	Berkita Bradford, North Carolina Central University; Mary Dawson and Carl Boger, both of University of Houston
Salon 7	Taking Action: Redefining faculty roles and Service Impact Value	Donna Albano and Noel Criscione-Naylor, both of Stockton University; and Jeff Lolli, Widener University
Salon 6	Choosing to Get Involved in Board Service	Donald Schoffstall, Johnson & Wales University; Miranda Kitterlin-Lynch, Florida International University; Eric Brown, Iowa State University; and James A. Williams, University of Tennessee - Knoxville

11:00 am-4:00 pm

Salon B C	FIU Hospitality Experience & ICHRIE Creative Teaching Lab	

11:15 am- 12:00 pm

	SIG Meetings	**Chair:**
Jerry	Diversity Equity & Inclusion in Hospitality and Tourism (DEI)	Miranda Kitterlin-Lynch
Joyce	Hospitality Sales and Marketing	Laurie Wu
Salon 1	Community Colleges & Secondary Schools (CCSS)	David Schwiger
Salon 2	Historically & Predominantly Black Colleges & Universities (HBCU)	Berkita Bradford
Salon 4	Hospitality Financial Management	Yoon Koh
Salon 5	Beverage Education	Sir Adam Carmer
Salon 6	Service Management	Po-Ju Chen

11:45 am - 12:45 pm

Off Site	Meetings, Events, Exhibitions and Convention Management (MEECM) SIG	Private off-site group tour of a luxury boutique hotel within a short walk of the conference hotel. RSVP to Tom Pardon prior to Conference (thomas.padron@csueastbay.edu).
Off Site	Club Management SIG	RSVP to Matthew Samuel prior to Conference (matthew.samelph.d@jwu.edu).

12:00 pm- 1:30 pm

	Lunch on your own	

1:30 pm- 1:45 pm

Ballroom West	Notes and Presentation of Awards	

1:45 pm- 2:30 pm

Ballroom West	General Session	Susie Grynol, Marriott

2:30 pm- 2:45 pm

Outside Ballroom West	Campfire Discussion	

2:45 pm- 3:15 pm

Symposiums

Jarry	Bridging the Gap? Navigating the Industry-Academia Divide	Michelle Russen, California State University, San Bernadino; Cortney Norris, Oklahoma State University; and Marissa Orlowski, MV Hospitality Solutions Inc.
Joyce	Career Pathways: Recruitment Channels for Hospitality Higher Education	Robert O'Halloran, East Carolina University
Salon 7	Incorporating Spark AI Into Meetings & Events Curriculum: An Introductory Project	Thomas Padron, California State University, East Bay
Salon 6	A Discussion of the Amusement Park and Attractions Industry	Thomas Schrier, Iowa State University

2:45 pm- 3:45 pm

Research Presentations

	Hospitality and Tourism Students' Perceptions of Academic Entitlement	Cynthia Deale and Seung Hyun (Jenna) Lee, both from East Carolina University

Salon 1 Education Moderator: TBA	Evaluating the Role of Service Quality and Value Co-creation to Satisfaction in the Post Epidemic Era: The moderating role of customer experience	Sheng-Fang Chou, Ming Chuan University; Jeou-Shyan Horng, Shih Chien University; Chih-Hsing Liu and Tai-Yi Yu, both from Ming Chuan University; Yung-Chuan Huang, Quoc Phong La and Yen-Ling Ng, all from National Kaohsiung University of Science & Technology
	Factors behind the Lack of Underrepresented Minorities among Hospitality Faculties	Berkita Bradford, North Carolina Central University; Carl A. Boger Jr. and Silvia Su, both from University of Houston; and Marisa Ritter, High Point University
Salon 2 Finance & Accounting Moderator: TBA	The Nonlinear Effect of Information Technology on Hotel Financial Performance	Di Zhu and Ming-Hsiang Chen, both from Washington State University
	DeFi-ing Financial Inclusion in Investments	Mahala Geronasso and Murat Kizildag, both from University of Central Florida
	Factors Affecting the Idiosyncratic Risk of Hospitality and Tourism Firms: Bibliometric analysis	David Yehchan Lee, Albert Assaf and Atul Sheel, all from University of Massachusetts Amherst
Salon 3 Foodservice Moderator: TBA	A Review of Twenty-Two Years of Tipping Research	Cortney Norris, Oklahoma State University and Nick Johnston, University of Arkansas
	Restaurant Menu Pricing – Leveraging Machine Learning to Boost Restaurant Profitability	Timothy Webb, University of Delaware; Breffni Noone, Penn State University; Jing Ma and Gopi Nath Vajpai, both from University of Delaware
	Understanding of Consumer Intention to Purchase Foods at State Fairs in the USA: Enduring involvement and situational involvement	Haeik Park, Purdue University, Fort Wayne; Tony Kim, James Madison University; and Stephanie Bae, East Carolina University
Salon 4 Service Management & Marketing Moderator: TBA	Dissecting Hotel Guest's Contradictory Review Behavior: Exploring the mechanisms of review inconsistency between overall satisfaction and attribute evaluations	Yerin Yhee, Kyung Jee University; Jungkeun Kim, Auckland University of Technology; Minwoo Lee, University of Houston; and Chulmo Koo, Kyung Jee University
	Unveiling the Dynamics of Customer Preferences: A mixed-methods exploration of service robot roles in hospitality	Dan Jin and Ahmin Kwon, both from University of Tennessee
	The Impact of Game Player's Traits on Game-induced Tourism	Seung Jeon and Sojung Lee, both from Iowa State University
Salon 5 Marketing Moderator: TBA	Impact of Music Artists' Activities on Tourist Arrivals: Unraveling the most influential activity	Seunghun Shin, Hong Kong Polytechnic University; Dongwon Lee, Hong Kong University of Science & Technology; Eunji Lee, Joon-il Yoo, and Chulmo Koo, all from Kyung Hee University
	On-Screen to On-Site: The Interconnected roles of TV drama, audience involvement, and celebrity attachment on destination intentions	Yuze Ji, Joseph Lema, Seyhmus Baloglu and Billy Bai, all from University of Nevada Las Vegas
	Exploring the Impact of Misleading Greenwashing Crisis Communication on Consumer Brand Avoidance: A Moderated Serial Mediation Approach	Anni Ding, Penn State University; Tiffany Legendre, Juan Madera, Ki-Joon Back, and Yan Huang, all from University of Houston
Salon A	ICHRIE Research Reports Editorial Meeting	ICHRIE Research Report Editors - ICHRIE partnership with DePaul University

2:45 pm- 4:45 pm

Special Sessions

Salon A	ESD 2:45 pm- 3:45 pm: ESD BOG 3:45 pm- 4:45 pm: ESD Advisors	Donna Albano, ESD Board of Governors Chair
Dummond Centre	Winners of the ICHRIE and Johnson & Wales University JHTC Case Competition	
Kafka	Dissertation Proposal Workshop	

3:30 pm- 4:00 pm

Symposiums

Jarry	Questioning our Gaze: Exploring the impact of educator identities and privileges on hospitality and tourism education	Sandra Ponting and Alana Dillette, both from San Diego State University
Joyce	Tactics for a Successful Hospitality and Tourism U.S. Fulbright Scholar Program	Eric Olson, Metropolitan State University of Denver; Po-Ju Chen, Texas A&M University; Dipra Jha, Washington State University; and Matthew Stone, California State University, Chico
Salon 7	Captivate, Elevate, and Engage: Transformative approaches for next-gen student success in hospitality education	Ruth Annette Smith, Bethune-Cookman University
Salon 6	Navigating Educational Transformation: Exploring the impact of AI-driven mixed reality in hospitality, tourism, and events	Shinyong Jung and Susan Gordon, both from Purdue University

4:00 pm- 5:00 pm

Research Presentations

Salon 1 Marketing Moderator: TBA	What Predicts Hospitality Students' Social Connectedness and College Life Satisfaction?	Jaemin Cha, Seunghyun James Kim, both from Michigan State University; Kwangsoo Park, Purdue University Northwest; Chang Huh, Niagara University; and Seunghyun Park, St John's University	
	Impact of Greenwashing on Customer Trust and Loyalty in Large Hotel Chains in the US	Marie Fatoumata Haidara, Faizan Ali, and Cihan Cobanoglu, all from University of South Florida	
	Assessing Competencies Required for Master Students in Hospitality and Tourism: A comparative study	Lenna Shulga, Adiyukh Berbekova, Kwanglim Seo and Ingrid Lin, all from University of Hawaii at Manoa	
Salon 2 Foodservice Moderator: TBA	Enhancing Sustainable Food Choices: The application of the Stroop Effect and Traffic Light Effect	Qianni Zhu, Pei Liu, both from University of Missouri; and Lu Lu, Temple University	
	Means-End Theory in Crafting Sustainable and Health-Conscious Meal Kit Experiences	Damla Sonmez and Scott Taylor Jr, both from University of South Carolina	
	The Communal Dining Experiences of Solo Travelers: A qualitative assessment	Mohamed Mohamed, University of Houston and Xinran Lehto, Purdue University	
Salon 3 Human Resources Moderator: TBA	Positive Work-Family Spillover among Chinese Generation Z Hospitality Employees: A Social Exchange Theory Perspective	Tianjian Liu and Yee Ming Lee, both from Auburn University	
	Disability Management Practices: A case study of hospitality social enterprise	Ashokkumar Manoharan, Flinders University and Valentini Kalargyrou, University of New Hampshire	
	A Multi-level Investigation of Social Washing in the Restaurant and Foodservice Industry	J. Bruce Tracey, Vinh Le, both from Cornell University; David Brannon, The Hague University; Sue Crystal-Mansour, NRAEF; Maria Golobovskaya, Griffith University; and Richard Robinson, The University of Queensland	
Salon 4 Tourism Moderator: TBA	UNESCO WHS in Danger: Understanding challenges from the managers' perspectives	Birendra Kc, University of North Texas and Araceli Calderon, University of Houston	
	Climate Change and Sustainable Luxury Travel: An Affective perspective	Joo Young Kim, Yerin Yhee and Chulmo Koo, all from Kyung Hee University	
	The Tourists' Sentimental Index: The light for the darkens	Thivyaashani Sivasubramaniam, University of Colombo Sri Lanka	
Salon 5 Lodging & Club Management Moderator: TBA	Measuring Economic Impact of US casino Gaming Industry: A data envelopment analysis	Asit Bandyopadhayay, Austin Peay State University; Mark Legg, Penn State Berks; and Tianshu Zheng, Iowa State University	
	Barometric Price Leader in Hotel Competitor Network - Index Construction	Sung Lee, Seoki Lee, Amit Sharma and Donna Quadri-Felitti, all from Penn State University	
	The Impact of Robotic Furniture in Hotel Rooms on Perceived Emotional Value and Willingness to Pay: The role of novelty and perceived risk	Badr Badraoui and Scott Smith, both from University of South Carolina	

Special Sessions			
	Lamartine	Teaching Session Women in Leadership	Miranda Kitterlin & Elizabeth Blau
	Musset	STR/CoStar SHARE Center An update on new products, trainings and data	Steve Hood, STR/CoStar SHARE Center
5:30 pm- 6:30 pm			
	Ballroom East & Foyer	Pre-Awards Reception in the Education & Innovation Center	
6:30 pm- 10:00 pm			
	Ballroom Centre West	Awards Dinner and Ceremony	

Friday 7/26/24 Time	Location	Event	
7:45 am- 8:45 am			
	Foyer Ballroom Centre East	Breakfast	
8:00 am- 3:00 pm			
	Foyer Ballroom	Registration	
8:00 am- 9:00 am			
	Ballroom West	ICHRIE Annual Business Meeting	
9:00 am- 9:25 am			
	Ballroom West	Morning Notes and Presentation of Awards	
9:25 am- 10:25 am			
	Ballroom West	Join us for an Inspirational Story about Overcoming Failure & Adapting to Change Keynote: Mylène Paquett	*In 2013, Mylène became the first North American to cross the North Atlantic Ocean by solo rowing – 5,000 kilometers from Canada to France achieved on her own! She then documented this extraordinary odyssey in a popular book and in 2019 co-wrote a theatre play that recounted the passionate highlights of her journey.*
10:25 am- 10:40 am			
	Outside Ballroom West	Campfire Discussion	
10:25 am- 10:45 am			
		Break	
10:45 am- 11:15 am			
Poster Presentations			
	Ballroom Centre East	GROUP A	
	Digital Station 1	Exploring Professional Competence Indicators of Culinary Information and Communications Technology (ICT) from Chef's Perspective	Wen-Hwa Ko and Min-Yen Lu, both from Fu Jen Catholic University
	Digital Station 2	Cultural Intelligence and Global Citizenship: A Comparative Analysis of Pre- and Post-Voyage Experiences in Semester at Sea	Soo Kang, Colorado State University; Kara Wolfe, Missouri State University; and Li-Chun Lin, Montclair State University

Digital Station 3	How Interdisciplinary Learning Works: Transforming Learning Orientations Through STEM Interdisciplinary Project-Based Learning (IPBL)	Soobin Seo and Mark Beattie, both from Washington State University; Dustin Van Orman, Western Washington University; Lucrezia Paxson and Jacob Murray, both from Washington State University
Digital Station 4	Factors that Influence the Meetings Selection Process of Association Meeting Attendees	Yvette Green and Han Chen, both from University of New Orleans
Digital Station 5	Decoding Asymmetric Reactions: An Investigation of Investor Responses to Positive and Negative Quality Events in the Service Industry	David Yehchan Lee, Albert Assaf and Atul Sheel, all from University of Massachusetts, Amherst
Digital Station 6	Greening the Delivery: Nudging Sustainable Choices in the Food Delivery App Landscape	Lisa Cain, Florida International University; Esther Kim, Montclair State University; and Eun Joo Kim, Sejong University
Digital Station 7	Analysis of Consumers' Perceptions on the Importance and Satisfaction of Aboriginal Theme Restaurants	Wen-Hwa Ko, Shan-Shan Cheng, Ko-Chin Chang and Hsin-Ling Wang, all from Fu Jen Catholic University
Digital Station 8	Motivators and Barriers to Providing Food Allergy Accommodations in Independently Owned Restaurants in Metro Orlando, Florida	Nelson Placa, Valencia College and Anirudh Naig, Iowa State University
Digital Station 9	Robot chefs in a fine-dining kitchen: The influence of kitchen type and chef type on consumer behavior	Jeffrey Pittman Ll, James Taylor, Katerina Berezina, David Joung and Cindy Choi, all from University of Mississippi
Digital Station 10	Beer Involvement's Impact on Craft Beer Tourist Behavior and Preferences	Joseph LeRoy, DePaul University and Thomas Schrier, Iowa State University
Digital Station 11	The Daily Dance: Exploring the Fine Dining Restaurant as a Learning Organization	Katheldra Alexander and Scott Taylor Jr., both from University of South Carolina
Digital Station 12	Bad caring: Reframing the role of empathy in the hospitality industry	Bonhak Koo, Hyojung Jung and Seungjong Cho, all from Texas Tech University
Digital Station 13	Angel shots: Are restaurant employees prepared to intervene?	Cortney Norris, Oklahoma State University; Michelle Russen, California State University, San Bernadino; and Miranda Kitterlin-Lynch, Florida International University
Digital Station 14	Employees' Emotional Reaction to Mobile Application Ordering using Cognitive Appraisal Theory of emotions (CAT)	Misun Sunny Kim and Melissa A. Baker, both from University of Massachusetts, Amherst
Digital Station 15	Restaurant artificial intelligence (AI) adoption and employees' innovative work behavioral intentions: A goal framing perspective	Li Ding, Institut Lyfe
Digital Station 16	How contactless service and customer incivility affect hospitality employee's mental health and turnover intension: The moderating role of resilience	Yejin Jeon and Melissa Baker, both from University of Massachusetts, Amherst
Digital Station 17	Navigating the Future of Travel: The Impact of AI Assistants on Tourist Planning and Destination Choice	Ruifa Zhou and Sung-Byung Yang, both from Kyung Hee University
Digital Station 18	Exploring the Impact of Hotel Chatbot Characteristics on Consumer Perceptions, Attitude, and Behaviors	Buket Yasar and Eun-Kyong Cindy Choi, both from University of Mississippi; and Faizan Ali, University of South Florida
Digital Station 19	An Investigation of the Relationship Between Servant Leadership and Turnover Intentions of Hospitality and Tourism Employees in the Washington Metropolitan Area	Hyppolite Mouaffo, University of Maryland, Eastern Shore
Digital Station 20	"A Picture is Worth a Thousand Words": Exploring visual representation of diversity in hospitality businesses	Yoo Ri Kim and Hyoungju Song, both from University of Central Florida
Digital Station 21	Luxury Research and Technology in Hospitality and Tourism: Current trends and future directions	Seunghyun James Kim and Jaemin Cha, both from Michigan State University; Jeong-Yeol Park, University of Central Florida; and Bonnie Knutson, Michigan State University
Digital Station 22	The Influence of Environmental, Social, and Governance (ESG) Functions on the Images of Destinations	Yung-Chuan Huang, National Kaohsiung University of Science and Technology; Jeou-Shyan Horng, Shih Chieh University; Chih-Hsing Liu, National Kaohsiung University of Science and Technology; Sheng-Fang Chou and Tai-Yi Yu, both from Ming Chuan University; I-An Wang, Tung-Hai University; and Yen-Po Fang, Ming Chuan University
Digital Station 23	The Effect of Storytelling on Customer Satisfaction and Loyalty in Theme Park Hotel: The role of Lovemarks and Place Attachment	Xinming Zhang, Xinya Zhao and Xi Wang, all from BNU-HKBU United International College
Digital Station 24		
Digital Station 25	Intention to Persist: The relationship between resilience and social capital in Black hospitality businesses	Sandra Sydnor and Michael Luongo, both from Purdue University
Digital Station 26	A Review of Agritourism Research: Perspectives of both supply and demand	Xu Li, South Dakota State University
Digital Station 27	Big Data Analytics Capabilities and Technology-driven Business Model Innovation: Role of digital transformation and digital business ecosystems	Mahmut Demir, Isparta University of Applied Sciences; Kayhan Tajeddini, Tokyo International University; and Thilini C. Gamage, Sabaragmuwa University of Sri Lanka
Digital Station 28	Tourism Evolution in Post-Soviet States: A comparative systematic literature review of English and Russian literature from 1991-2024	Lali Odosashvili and Drew Martin, both from University of South Carolina

10:45 am- 11:50 am

Jarry	Hospitality Bootcamp—A Dynamic Approach to Student Recruitment	David Schweiger, Northampton Community College, Joy Dickerson, Ruth O'Roarke, Hope Sterner, Chris Cleaver

11:20 am- 11:50 am

Poster Presentations

Ballroom Centre East	GROUP B	

Digital Station 1	The Role of Green Innovations in Shaping the Relationship between Stakeholder Pressures and Environmental Performance in the Hotel Industry of Ghana.	Francis Osei and Beverley Wilson-Wünsch, both from IU International University of Applied Sciences
Digital Station 2	Enhancing Nutrition Knowledge Awareness to Better Prepare Hospitality Students for the Workplace	Yan Grace Zhong and Patricia Lynch, both from Virginia State University
Digital Station 3	What Makes an Academic Conference Enjoyable? A Cross-Cultural Analysis of Preferences in Asia and North America	Harold Lee, University of North Texas; Junghoon Song and Sua Jeon, both from Texas Wesleyan University; and Ji Hye Min, University of North Texas
Digital Station 4		
Digital Station 5	Designing Attractive Tradeshow Booth: Applying biophilic philosophy	Yeeun Park, University of Nevada Las Vegas and Tiffany S. Legendre, University of Houston
Digital Station 6	Influence of Budget Control, and Entrepreneurial Skills on Prospective Entrepreneurs' Intentions in the Restaurant Industry	Durun Barruah and Amit Sharma, both from Penn State University
Digital Station 7	For a Distinctive Local Cuisine: a Sensory way to promote conifers as forest aromatics in cooking	Afia Boumail, ITHQ; François Girard and Katherine Tanaka, both from Universite Laval; Michael Bom Frøst, University of Copenhagen; Sylvie L. Turgeon and Véronique Perreault, both from ITHQ
Digital Station 8	Revenue Management for Full-Service Restaurants	Kheira Kadi, ITHQ; Riadh Ladhari, Universite Laval; and Marie-Claire Louillet, ITHQ
Digital Station 9	To Donate or Not? A Qualitative of Restaurateur Decisions about Food Donation to Non-Profit Meal Programs.	Karen Byrd, Lucheng Wang, Buckade Adesina and Jeffrey Hanauer, all from Purdue University
Digital Station 10	Contemporary vs. Traditional Plating: Evaluating Differences in Perceived Quality, Value, and Consumer Behavior across Age Groups	Angad Dang, Luana Nanu and Eda Alphan, all from University of South Florida
Digital Station 11	Empowering Pro-environmental Employee Behavior through Transformational Leadership in the Food Industry: A Three Step Study	Kiseol Yang, Jiyoung Kim, Christy Crustinger and Priscilla Connors, all from University of North Texas
Digital Station 12	Does Manager Type (Human vs. Human-like Robot vs. Machine-like Robot) Influence Employees' Perceived Trust in the Hospitality Industry?	Hwijin Baldick and Susan Gordon, all from Purdue University
Digital Station 13	What My Coworkers Told Me Influenced My Perception: The antecedents of newcomers' perceived overqualification	Yoko Negoro, Heyao Yu and Michael Tews, all from Penn State University
Digital Station 14	Influences of the Proliferation of Tip Solicitation	Suzanne Bagnera, Florida International University and Paul Bagdan, Johnson & Wales University
Digital Station 15	From Pixels to Plans: How user-generated photos reshape the impact of hotel reviews and guest decisions	Qingxiang An, Ahmet Bulent Ozturk and Fevzi Okumus, all from University of Central Florida
Digital Station 16	Beyond Words: Does ChatGPT capture the heart of brand personality like humans?	David Pearlman, Arkansas State University
Digital Station 17	Working With Concierge Robots	Shiyi Yang, Hyun Jeong Kim and Chun-Chu Bamboo Chen, all from Washington State University
Digital Station 18	Digital Shift in Gambling - Analyzing Geographical and Psychological Influences on the Transition from Physical Casinos to Online Platforms	Badr Badraoui, University of South Carolina and Mark Legg, Penn State Berks
Digital Station 19	Green Technology in US Independent Budget Hotels: Audit, benefits, and barriers	Patience Ngcobo-Onunkwo and Imran Rahman, both from Auburn University
Digital Station 20	Impact of CSR Dimensions on Pro-Environmental Behavior in Craft Beer Consumers	Joseph LeRoy, DePaul University
Digital Station 21	Service Brand Value Communication Through Storytelling in Internal Branding	Wen Zhang and Lina Xiong, both from Colorado State University and Ceridwyn King, Purdue University
Digital Station 22	Classification of Travel Experiences in Japanese Tourists: Travel attribution and demographic and psychological characteristics of travel experience clusters	Tomomi Hanai, Teikyo University; Kaoru Yashiro, Otsuma Women's University; Hisako Konno and Kim Jinman, both from Teikyo University
Digital Station 23	Sustainable Tourism Development in West Africa: A comparison with the top 10 countries in sustainable tourism, the case of Ivory Coast	Jean-Charles Marin, Cedar Strategies and Mamadou Sylla, University of Felix Houhouet Boigny
Digital Station 24	Challenges for Agritourism Operators	Xu Li and Peggy Schlechter, both from South Dakota State University
Digital Station 25	The influence of social robots on service quality and customer behavior in ice-cream shops	Jeffrey Pittman Ll and Cindy Choi, both from University of Mississippi
Digital Station 26	What Management Approaches Turn Challenges into Opportunities, Crafting a Blue Ocean within the Disabled Traveler Market?	Chang Huh, Niagara University; Myong Jae Lee, Cal Poly Pomona; Seunghyun Kim, Michigan State University; and Hyunsuk Choi, Mission College
Digital Station 27	Antecedents of Revisit Intention: The moderating role of gender	Millicent Njeri, Florida State University; Ji Hye Min, University of North Texas; and Nathan Line, Florida State University
Digital Station 28	Why Does She Share Her Experiences? Exploring female travelers' pre- and post-travel considerations	Jiayu Chen, Ziying Huang and Xi Wang, all from BNU-HKBU United International College
Digital Station 29	Robot Versus Human Bartender: The role of heuristic and systematic cues in guest's purchase intention towards an unfamiliar drink choice	Hong Ngoc Nguyen and Murat Hancer, all from University of Central Florida

11:30 am- 1:00 pm

Ballroom Centre East	Career Fair
Foyer Ballroom	Lunch

11:30 am-3:30 pm

	Salon B C	FIU Hospitality Experience & ICHRIE Creative Teaching Lab

12:00 pm- 12:30 pm

	Ballroom Centre East	GROUP C
Digital Station 1	Using AI in business model development at Masters' level – findings from a preliminary study in Switzerland	Thorsten Merkle and Mirjam Pfenninger, both from ZHAW Zurich University of Applied Sciences
Digital Station 2	Effects of Multiple Identities on Ph.D. Students' Wellbeing	Forest Ma, University of Southern Maine; Hui Jiang and Swechchha Subedi, both from University of South Carolina; and Erin Shih, Southern Taiwan University of Science and Technology
Digital Station 3	Representation Matters: Addressing the paucity of color among hospitality educators	Abigail Foster and Miranda Kitterlin-Lynch, both from Florida International University
Digital Station 4	The Impact of Social Unrest on National Inbound Tourism	Xiaodan Mao-Clark, University of Hawaii at Manoa
Digital Station 5	Exploring Customer Perceptions and Expectations of Generative AI Services in the Quick Service Restaurant Industry	Charles Marvil, Georgia South University/Iowa State University and EunHa Jeong, Iowa State University
Digital Station 6	Examining Point-of-Sale Technology in the Service Experience	Nick Johnston, University of Arkansas and Cortney Norris, Oklahoma State University
Digital Station 7	How to Prioritize Food Waste Reduction in Restaurants: Eco-efficiency as a tool	Jade Lévesque and Véronique Perreault, both from ITHQ; Laurence Godin and Sergey Mikhaylin, both from Universite Laval
Digital Station 8	Factors Contributing to Relapse in a Veg*n to Omnivorous Diet	Chen-Feng Kuo, Macao Institute for Tourism Studies; Shiang-Lih Chen McCain, Colorado Mesa University; and Jeff Lolli, Widener University
Digital Station 9	The Use of Virtual Reality for Soft Skills Training in the Hospitality Industry	Elizabeth Graham and Tony Kim, both from James Madison University
Digital Station 10	Relational Age in Supervisor-Subordinate Dyads and Hotel Frontline Employees' Job Embeddedness	Han Chen, University of New Orleans
Digital Station 11	Kitchen Chronicles: Exploring the nuances of national and occupational culture on fine dining employees	Thomas Little, Sydney Pons, Anna Mattila and Michael Tews, all from Penn State University
Digital Station 12	How Does Organizational Tenure Affect Workplace Deviant Behavior? The Moderating Role of Employee's Cultural Orientation	Jizhe Sun and Shahid Khan, both from Western Community College; and Wei He, Purdue University Northwest
Digital Station 13	What do Employees Perceive DEI? Data Mining Techniques and Structural Topic Modeling	Juhwan Lim and Jichul Jang, both from Kansas State University
Digital Station 14	Navigating the Nexus: Examining the impact of workplace friendship on team performance through empathy, organizational identification, and employee voice	Amir Abbas, University of South Florida
Digital Station 15	Can a Service Robot Upsell? Investigating the Impacts of Recommendation Message Types and Restaurant Server Social Presence in Diners' Willingness to Accept Upsell Offer	Hong Ngoc Nguyen and Ahmet Bulent Ozturk, both from University of Central Florida
Digital Station 16	Exploring the Robot Anthropomorphism and its Impact on Service Experience in Luxury Hotels: A dual-congruity mechanism	Jeou Shyan Horng, Shih Chien University; Yao Chin Wang, University of Florida; Chih Hsing Liu, National Kaohsiung University of Science and Technology; Sheng Fang Chou and Tai Yi Yu, Ming Chuan University; Yung Chuan Huang and Da Chian Hu, both from National Kaohsiung University of Science and Technology
Digital Station 17	Serving by Robots: Does it affect customer satisfaction and behavioral intentions in restaurants?	Chanmi Hong, Eun-Kyong Cindy Choi and Hyun-Woo David Joung, all from University of Mississippi
Digital Station 18	Implicitly Measuring Attitudes Toward Service Robots in Hospitality: Two Implicit Association Test (IAT) forms	Kwang-Ho Lee and Alan Yen, both from Ball State University
Digital Station 19	Implementing Hotel Service Innovations in the COVID-19 Pandemic: Exploring consumer loyalty behaviors based on the SERVQUAL Approach	Rosa Malave and Daniella Smith, both from University of North Texas
Digital Station 20	Assessing the Cultural Intelligence of Hotel Employees in the United States	Shane Blum and Jing Li, both from Texas Tech University
Digital Station 21	Exploring the Impact of Social Media Influencers on Restaurant Visit Intentions: From a perspective of para-social interaction	Fang Shu, Florida International University
Digital Station 22	The Effect of Meta-Commerce Consumption Value on Consumer Satisfaction and Continuous Usage Intention: A focus on moderating effect of meta-verse involvement	Nayeon Kim and Woohyuk Kim, both from Incheon University
Digital Station 23	Surf Tourism in Cold Water Destinations: Discovering destinations impacted by changing waterfront usage through VGI Mapping	Tracy Michaud, University of Southern Maine and Colleen Metcalf, Blue Marble Geographics
Digital Station 24	Analyzing e-WOM Construction by Tour Guide Influencers: The mediating influence of rapport and satisfaction	Keyi Liu, Yixin Song and Xi Wang, all from Bejing Normal University-Hong Kong Baptist University International College
Digital Station 25	From Sustainable Travel Pledges to Sustainable Travel Behavior: The role of inspiration, environmental knowledge and connectedness to nature	Usman Khan, Faizan Ali and Cihan Cobanoglu, all from University of South Florida
Digital Station 26	The Motivational Compass: Charting the sustainable narratives of social media influencers in travel blogging	Kahkasha Wahab, Connor Clark and Md Kamruzzaman, all from Texas A&M University
Digital Station 27	Enhancing Tourism in Deep East Texas by Becoming a Film Ready Destination	Gina Fe Causin, Stephen F Austin State University and Jennifer Edwards, Tarleton State University

	Digital Station 28	Exploring the Potential for Surf Parks to Increase Diversity and Accessibility in Surf Tourism	Jess Ponting, San Diego State University
	Digital Station 29	Understanding Attendee Behavior Intentions for Niche Event Tourism	Joseph LeRoy and Juan Mendez, both from DePaul University
	Digital Station 30	Explore the Secrecy of the Athletic Foodservice Project of the 19th Asian Games	Jinlin Zhao, Florida International University

12:30 pm- 1:30 pm

	Salon 1	EUROCHRIE Federation Meeting	
	Salon 2	APacCHRIE Federation Meeting	
	Salon 3	WEST Federation Meeting	
	Salon 4	CENTRAL Federation Meeting	
	Salon 5	SECSA Federation Meeting	
	Salon A	NENA Federation Meeting	

1:45 pm- 2:15 pm

Symposiums

	Jarry	Blending Hospitality with Healthcare – an Educational Construct with Multiple Applications	Paul Bagdan and Jane Boyland, both from Johnson & Wales University
	Joyce	So You Wanna Apply for a Department Chair Role: Opportunities for leadership career paths	Lisa Young, DePaul University, and Eric Olson, Metropolitian State University of Denver
	Salon 7	Diversity, Equity, and Inclusion Management in the Hospitality Industry: A future research agenda	Ashokkumar Manoharan, Flinders University; Manisha Singal, Virginia Tech; and Juan M. Madera, University of Houston
	Salon 6	Serving Up Excellence: A smorgasbord of peer review perspectives from JHTR	Jenn Vallimont, DePaul University; Phillip M. Jolly, Penn State University; Henri Kuokkanen, Institut Lyfe; Lu Lu, Temple University; and Peter Kim, Auckland University of Technology

2:30 pm- 3:00 pm

Symposiums

	Jarry	Interdisciplinary Hospitality and the Development of Cross-Campus Partnerships	Jane Boyland, Jennifer Galipeau and Paul Bagdan, both from Johnson & Wales University
	Joyce	How Can Human Engagement and Artificial Intelligence (AI) Coexist in the Online Classroom?	Mimi Gough, Purdue University Global
	Salon 7	Recruitment Tricks, Methods and Getting people to Understand our Mega Industry/Profession	Jack Samuels, Montclair State University
	Salon 6	Hello, I'm A Reviewer too: Navigating service requirements pre-tenure faculty in higher education	Nick Johnston, University of Arkansas, Fayetteville; Cortney Norris, Oklahoma State University; Miranda Kitterlin-Lynch and Andrew Moreo, both from Florida International University

2:00 pm- 3:00 pm

Research Presentations

	Salon 1 Human Resources Moderator: TBA	How and Why Hospitality Employees' Career Calling Leads to Organizational Citizenship Behaviors: A moderated mediation model with job embeddedness and ambition	Dan Zhu and Mao-Tang Lin, both from Auckland University of Technology; Gabriel Gazzoli, Georgia Southern University; Peter Kim, Auckland University of Technology; and In-Jo Park, Jeonbuk National University
		A Resource Depletion Perspective on the Examination between Leader Aggressive Humor and Hospitality Employees' Time Theft	Shashan Bao, Boston University; Lijing Zhao, Hainan University; and Phillip Jolly, Penn State University
		Examining the Effect of Organizational Agility to AI Technologies on Organizational Citizenship Behavior: A Three-Way Interaction Model	Lu Yuan and Hyun Jeong Kim
	Salon 2 IT Moderator: TBA	What Makes Customer Loyalty Through Memorable Experiences in Smart Hotels?	Chanho Chung and Namho Chung, both from Kyung Hee University
		Navigating Asian-ness in Hospitality: Insights from customer perceptions in online reviews	Aojia Zhang and Honggen Xiao, both from Kyung Hee University
		A Methodological Process to Efficiently Analyze Qualitative Data in the Hospitality Industry using Generative AI	Hala Sun and Miran Kim, both from Michigan State University
	Salon 3 Lodging & Club Management Moderator: TBA	Elevating Hotel Lobby Design: A community-centric approach	Soona Park, University of North Texas; Jianan Lee and Xinran Lehto, both from Purdue University
		Beyond Accommodation: The effects of entertainment, education, aesthetics, and escapism in boutique hotels	Hwijin Baldick and Soocheong Shawn Jang, both from Purdue University
		Adapting to Disruption: How traditional licensed accommodations are embracing Airbnb through collaborative competition	Maria Matthews, Mount Saint Vincent University; Ioannis S. Pantelidis, Ulster University; and Rodrigo Lucena, University of Brighton
	Salon 4 Tourism Moderator: TBA	Transformation through Acculturation: An evaluation of sojourners	Brianna Morman, Valeriya Shapoval and Nan Hua, all from University of Central Florida
		Tourism Strategic Planning through First Impressions	Kristin Malek and Maycee Quick, both from University of Nebraska – Lincoln
		Examining the Impacts of Dark Tourism as Perceived by Residents through the Social Support Theory Perspective	Shengrong Chen, Sichuan Normal University and Suosheng Wang, Indiana University Indianapolis
	Salon 5 Lodging & Club Management Moderator: TBA		
		Examining Indoor Air Quality in Hotel Guestrooms: A comparative study of LEED-Certified and non-LEED-Certified hotels	Howook Chang, Florida International University; Cranbrook Kingswood High School; Yenna Park and Eunsil Lee, Michigan State University
		Customer Acceptance for Hotel Digitalization: The moderating role of demographic factors and technostress	Zichun Huang and Henry Tsai, both from Hong Kong Polytechnic University
	Salon A	JHTC Editorial Meeting	Editors of JHTC

3:15 pm- 3:45 pm

Symposiums

	Jarry	Enhancing Hospitality Education: Integrating soft skills through innovative approaches	Ruth O'Rourke, Delaware County Community College and Sheryl F. Kline, University of Delaware
	Joyce	Industry Certifications and Trainings as Pedagogical Tools	Brooke Hansen, University of South Florida
	Salon 7	Implications of Nanolearning for the Higher Education Classroom	Joel Reynolds and Mary Jo Dolasinski, both from DePaul University
	Salon 6	Help Wanted!: A dive into the peer review dilemma	Miranda Kitterlin and Lisa Cain, both from Florida International University

4:00- 4:30 pm

Symposiums

	Jarry		
	Joyce	Workshop Pedagogy "Fostering Sustainable Development Goals (SDGs) in Education	Marco Gonzalez, Duoc UC
	Salon 7	A Demo Lecture and Structure for Teaching Safety/Crowd Management in Hospitality, Tourism, Events, etc.,	Jack Samuels, Montclair State University
	Salon 6	University & Industry Partnerships Across Hospitality-Related Disciplines	Emily Reaves and Donald Schoffstall, both from Johnson & Wales University, Charlotte
	Salon A	Third Party Assessment Tools Integration into Hospitality Ethics Education	Britt Mathwich, Colorado Mesa University and Catharyn Baird, EthicsGame
	Kafka	Unlocking Innovative and Engaging Teaching Practices in the Food Safety and Sanitation Education: The application of Virtual 360° Simulation Environments	Mark Traynor, Demi Shenrui Deng, Yee Ming Lee and Alecia Douglas, all from Auburn University
	Lamartine	Tourism Contribution to Sustainable Development Goals: Agenda 2030	Xi Leung, University of North Texas; Dimitrios Buhalis and Daisy Fan, both from Bournemouth University Business School

3:30 pm- 4:30 pm

Special Event

	Musset	Celebration of Legacy Founder's and Past President's Reception (invitation only)	

19 July 2024: Schedule Subject to Change