



## **CHRIE FutureFundTM Introduces Peihao Wang**



### **1. What drew me to the field of hospitality and tourism education?**

My passion for hospitality and tourism education was ignited during my time working in the hotel Rooms and Human Resource Divisions. The genuine fulfillment I feel when helping trainees and colleagues advance in their careers has deeply influenced my professional journey. While my industry experience has provided me with valuable insights, I am driven to share the positivity and beauty of hospitality and tourism on a larger scale. I believe that higher education serves as the incubator for the next generation of leaders in our industry, and I aspire to leverage my experience in both industry and academia to support these rising stars in shaping a brighter future. Above all, I recognize that people are the heart of our industry, and I am committed to guiding them in crafting clear career paths and finding happiness in their professional lives.

### **2. Why did I pick Temple University to pursue Ph.D.?**

Temple University is renowned for its academic rigor and supportive culture. The School of Sport, Tourism, and Hospitality Management (STHM) embodies values of creativity, excellence, care, and diversity. At STHM, I am encouraged to explore meaningful topics of personal interest while receiving invaluable guidance from both STHM and Fox School of Business faculty. This supportive environment enables me to critically assess the impact and significance of my research. Moreover, I am deeply inspired by the entrepreneurial spirit that Temple students possess—something truly distinctive among academic institutions. My decision to join Temple STHM was also strongly influenced by my advisor, Dr. Laurie Wu. Through her mentorship, I see a clear path to realizing my dreams. Her care,



support, and guidance not only illuminate my future but also reflects the person and scholar I aspire to become.

### **3. Why am I interested in examining the area of research I chose?**

As a hospitality management researcher, my research seeks to develop innovative service management practices that optimize stakeholder experiences and foster thriving human-tech ecosystems. Such a research focus stems from my practical and educational background in hospitality service management and my passion for innovation and digitization. While technology has significantly changed hospitality & tourism industrial landscape, the hospitality & tourism businesses also need to catch the trend to optimize their operation and enhance profitability. Whereas technological evolution also raises ethical concerns from other stakeholders (e.g., customers and physical neighborhood and communities, etc.) and posing challenges on corporate digital governance. My research, thereby, tends to seek a balance point to maximize the benefits and ensure the well-being of all stakeholders in hospitality and tourism ecosystem in the digital era.

### **4. Where do I see myself in 5 & 10 years?**

**In the next 5 years**, I envision myself becoming a leading expert in my field. To achieve this, I will continually refine my research skills and actively seek collaboration opportunities both within and outside my institution. With a long-term goal of driving the future of the hospitality and tourism industry and academia, I also see myself as an apprentice, eager to learn the intricacies of departmental administration. I aim to increase my involvement in both academic and industry projects, and to gain experience in junior leadership roles. **In 10 years**, I see myself as a true leader in the field. I aspire to contribute to strategic decision-making within my school or department, focusing on enhancing stakeholder well-being and aligning our programs and policies with emerging trends. I also aim to expand my institution's influence by reorganizing resources, identifying new markets, and fostering stronger collaborations with companies, government entities, and other institutions. Throughout my journey, I remain committed to my identity as an educator in hospitality and tourism, always approaching my work with the mindset of a lifelong learner.