

**Day 1****Tuesday, 20 May 2025**

10:00-17:00	Registration		Foyer, Essex Business School (EBS), University of Essex
10:00-16:00	Doctoral symposium		EBS.2.41
		Session Lead	Session Title & Overview
	10:00-10:15	Dr Whitney Vernes Dr Mostafa Marghany Dr Banthita Hunt	Introductions & Welcome
	10:15-10:45	Dr Whitney Vernes	Navigating the PhD journey
	10:45-12:45	Breakout session 1 – presenting your research	
	12:45 - 13:45	Lunch break	
	13:45-14:45	Dr Alisha Ali	“My First Bad Draft” – Embracing the messy process of writing
	14:45-15:45	Breakout session 2 – methodology group discussion	
	15:45-16:00	Dr Whitney Vernes Dr Mostafa Marghany Dr Banthita Hunt	Closing remarks and farewell
13:30-16:30	Hotel and Tourism Data for Research and Teaching Pre-Conference Workshop [by Duane Vinson, Director, CoStar Group SHARE Center]		EBS.2.1
16:00-18:00	CHME Executive Meeting		EBS.2.46
17:00-18:00	Optional guided campus tour		
18:00-20:00	Welcome reception		Wivenhoe House Drawing Room, Wivenhoe House Hotel

**Day 2****Wednesday, 21 May 2025**

[09:00-17:00]	Registration				Foyer, Essex Business School (EBS), University of Essex
09:00-09:30	Tea, coffee, pastries				Foyer, Essex Business School (EBS), University of Essex
09:30-10:00	Welcome and opening address [by Dr Linda Lee (Conference Chair), Prof Marcus Stephenson (University of Essex) and Dr Alisha Ali (CHME Chair)]				EBS.2.2
10:00-11:00	Keynote speaker 1: Prof. Iis Tussyadiah, University of Surrey AI and Hospitality: What's Not to Love?				EBS.2.2
11:00-11:15	Break and move to sessions				
11:15-12:45	Session 1A [Room:EBS.2.2]	Session 1B [Room: EBS.2.41]	Session 1C [Room: EBS.2.45]	Session 1D [Room: EBS2.46]	Session 1E [Room: EBS.2.68]
	Hospitality Management	Critical and Cultural Studies of Hospitality	Learning, Teaching, and Assessment	Innovation in Customer Experiences	Innovation in Customer Experiences
	1A.1:Exploring hotel products promotion via TikTok: A comparative analysis of brand-owned, OTA and influencer-led live streaming channels [by Dr Jialin (Snow) Wu]	1B.1: The importance of employee well-being: addressing (or not) customer abuse and harassment in hospitality [ by Prof Dennis Nickson and Dr Anastasios Hadjisolomou]	1C.1: The Power of Creativity: Catalyst for Change [by Dimitri Lera]	1D.1: The Influence of Personality Traits on Customer Complaint Behaviour in Restaurants [by Adrian Martin]	1E.1: Exploring the use of drama and improvisation techniques in workplace training in Northern Ireland's hotel sector [by Miriam Witts and Prof. Una McMahon-Beattie]
	1A.2: Destination attachment in a nature-based destination: a new conceptualisation [by Dr Linda Lee and Dr Soheon Kim]	1B.2: The Impact of COVID-19 on Community-Based Tourism: Building Resilience in Yao Noi Island, Thailand [by Dr Banthita Hunt]	1C.2: The Quest for Serendipity: Transdisciplinary Pedagogical Synergies between Hospitality and Agriculture in Graubünden [by Giada Clory Mazzi ]	1D.2: Sustainable Food Waste Management: A Phenomenological Insights from Hospitality and Food Service Sector (HaFS) [by Dr Adesola Shola Osinaike and Dr Ashika Kalubadanage]	1E.2: Rethinking Recognition: How Airbnb's Badge Programs Miss the Mark in Luxury Accommodations [by Dr Maria Matthews and Dr Tracy Harkison]
	1A.3: Integrating Algorithmic Management and Algorithmic Coaching in Hotels: Future Challenges and Opportunities [by Brana Jianu, Dr Mark Ashton and Dr Peter Lugosi]	1B.3: The Intersection of Feminism, Tourism, Events and Festivals Research: Progress and Prospects [by Dr Alicia Orea-Giner]	1C.3: From the active classroom to active assessment: a student-centred approach enhancing career readiness and creativity [by Dr Gavin Urie and Dr Ellis Urquhart]	1D.3: An Exploratory Study of How Generation Z's Value Perceptions Influence Visit Intentions for Green Hotels in China [by Xingyi Wu]	1E.3: Redefining the luxury train travel: Exploring the attributes and customer experiences of luxury trains [by Dr Tracy Harkison]

13:00-14:15	Lunch			Foyer, Essex Business School (EBS), University of Essex
14:30-15:30	Keynote speaker 2: Duane Vinson, Director, CoStar Group SHARE Center Global Hotel Industry Update			EBS.2.2
15:30-15:45	Break and move to sessions			
15:45-17:15	Session 2A [Room: EBS.2.41]	Session 2B [Room: EBS.2.45]	Session 2C [Room:EBS.2.2]	
	Innovation in Employee Recruitment and Retention	Hospitality Management	Panel Discussion: Hospitality’s AI Revolution: Leading the Charge from the Inside  <u>Panelists:</u> Asif Alidina, Inntelo AI Ziad Al-Ziadi, Kode Dr Tauseef Ali, University of Twente Mary Doogan, MJD Consult Gan Zhang, National Grid	
	2A.1: Employer Branding in the hotel industry worldwide: A strategic approach for competitiveness and talent management [by Dr Beata Palíš and Dr Adesola Osinaike]	2B.1: Environmental, Social and Governance adoption in the UK Hospitality and Tourism Industry [by Dr Alexander Muir]		
	2A.2: Transformative Hospitality Employment Activation Programmes: A ‘Capitals’ Critique [by Prof Richard Robinson and Dr Peter Lugosi]	2B.2: Innovative approach to market segmentation: the role of personality traits [by Delia Gabriela Moisa and Dr Demos Parapanos]		
	2A.3: Gender and LGBTQ Disparities in UK Hospitality Leadership [by Dr Evangelia Marinakou]	2B.3: The Role of Instagram Influencers in Shaping Generation Z’s Travel Choices in Vietnam’s Hospitality Sector [by Dr Wei Chen]		

**Day 3****Thursday, 22 May 2025**

08:00-09:00	Tree planting (Details to be announced)			
[09:00-17:00]	Registration			Foyer, Essex Business School (EBS), University of Essex
09:00-09:30	Tea, coffee, pastries			Foyer, Essex Business School (EBS), University of Essex
	Break and move to sessions			
09:30-11:00	Session 3A [Room: EBS.2.41]	Session 3B [Room: EBS.2.45]	Session 3C [Room: EBS2.46]	Session 3D [Room: EBS.2.50]
	Critical and Cultural Studies of Hospitality	Learning, Teaching, and Assessment	Innovation in Customer Experiences	<p>Panel Discussion: Advocating for fair work in hospitality employment: the Global Hospitality Research Alliance.</p> <p><u>Panelists:</u></p> <p>Dr Deirdre Curran, University of Galway, Ireland Dr Shelagh Mooney, Auckland University of Technology Prof. Richard Robinson, Northumbria University Dr Anastasios Hadjisolomou, University of Strathclyde Dr Agnieszka Rydzik, University of Lincoln Dr Charalampos (Babis) Giousmpasoglou, Bournemouth University Business School Dr Evangelia (Lia) Marinakou, Bournemouth University Business School</p>
	3A.1: Social Open Innovation in Mega-events: The role of trust and safety in Rio’s favela communities [by Dr Nicola Cade and Dr Christopher Kerry]	3B.1: Changing Pedagogy: A SUCSESS Approach [by Dr Alisha Ali ]	3C.1: Restaurant service redefined: human – robot interaction (HRI) and the impact on customer experiences. [by Dr Ewen Crilley]	
	3A.2: The Human Side of Home Exchange: Exploring Authenticity and Host-Guest Relationships Through Guest Comments for Budapest on the HomeExchange Platform [by Dr Agnes Pal]	3B.2: Assessing the effects of live cases gender and course type on the development of student’s entrepreneurial mindset and intentions. [by John Hornby and Dr Peter Lugosi]	3C.2: Priotizing Improvement of Service Attributes in Smart Hotels: Insights From Online Review Analysis [by Dr Stephanie Hui-Wen Chuah]	
	3A.3: Starting them young: facilitating early engagement in healthy eating and hospitality careers [by Dr Maria Gebbels]	3B.3: From Creativity to Reality: Prospects from Design-Thinking Method for Innovative Idea Development in the Hotel Management Education [by Dr H. Kader Şanlıöz-Özgen]	3C.3: What Makes Customer Experiences with Service Robots in Hospitality Truly Impactful? [by Dr Ibrahim Mohamad and Dr Mostafa Marghany]	
11:00-11:15	Break			

11:15-12:45	Session 4A [Room: EBS.2.41]	Session 4B [Room: EBS.2.45]	Session 4C [Room: EBS2.46]	Session 4D [Room: EBS.2.68]	
	Hospitality Management	Critical and Cultural Studies of Hospitality	Innovation in Employee Recruitment and Retention	Using the CoStar Product in the Classroom [by Duane Vinson, CoStar Group SHARE Center]	
	4A.1: The productivity-wage gap in the hospitality industry: Examining structural drivers of wage stagnation [by Dr Gabrielle Lin and Dr Xinyang Liu]	4B.1: Meaningful Work through artificial intelligent technologies in the Hospitality sector [by Saloni Singh]	4C.1: Exploring Perceptions of Sustainability in the Hotel Industry and Identifying Key Sustainability Competencies among Future Professionals [by Vanessa Guerra-Lombardi and Dr Tamara Floričić]		
	4A.2: Optimizing hotel profitability: A quadratic revenue management model considering OTA and direct bookings [by Dr Henry Tsai, Dr Loretta Pang and Dr Chris Chan]	4B.2: The Impact of Government Policy on UK Hotel Epidemic Crisis Response and Recovery [by Gregory Shadbolt, Prof Anita Eves and Dr Lorna Wang]	4C.2: FUTOURWORK: Enhancing Worker Well-being through Social Dialogue in Tourism and Hospitality [by Dr Stroma Cole]	Hospitality Management	
				4D.1: Deciphering the Transformative and Symbolic Life of the Black Pudding’: Controversies, Contradictions and Cultural Creativities [by Prof. Marcus L. Stephenson]	
	4A.3: A Critical Review of Challenges in Using ChatGPT for E-Tourism: Addressing Issues in AI-driven Tour Planning, Itinerary Creation, and Travel Bookings [by Abdul Wahid Toor]	4B.3: Food Policy, (In)Security and Poverty: A Rapid Evidence Assessment of Access to Nutritious Food for Migrants [by Dr Naz Ali and Alexandra Constantinescu]	4C.3: Exploring the Disparities in Expectations: Hospitality Graduate Programmes and the Differing Views of Hospitality Employers and Hospitality Graduates [by Prof Lisa Wyld and Dr Birte Schmitz]	Innovation in Employee Recruitment and Retention	
4D.2:Slavery Working Conditions in the Hospitality Sector: How Technology Affects? [by Dr Mostafa Marghany and Dr Ibrahim Mohamad]					
13:00-14:15	Lunch			Foyer, Essex Business School (EBS), University of Essex	
14:30-15:30	Keynote speaker 3: Dr Shelagh Mooney, Auckland University of Technology The Fork In The Road: Challenging the Quitting Culture of The Hospitality Industry			EBS.2.50	
15:30-15:45	Break				
15:45-16:45	CHME Annual General Meeting			EBS.2.50	
16:45-17:45	Break and move to Wivenhoe House Hotel				
17:45-18:45	Reception, drinks and canapes, photo opportunities			Wivenhoe House Hotel	
18:45-21:00	Gala Dinner			Garden Suite, Wivenhoe House Hotel	

**Day 4****Friday, 23 May 2025**

[09:00-12:45]	Registration				Foyer, Essex Business School (EBS), University of Essex
09:00-09:30	Tea, coffee, pastries				Foyer, Essex Business School (EBS), University of Essex
09:30-09:45	Poster Introduction, conference closing remarks and thanks by Dr Alisha Ali				EBS.2.34
10:00-11:00	Posters				EBS Alcove
11:15-12:45	Session 5A [Room:EBS.2.41]	Session 5B [Room: EBS.2.45]	Session 5C [Room: EBS.2.46]	Session 5D [Room: EBS2.68]	Session 5E [Room: EBS.2.34]
	Hospitality Management	Critical and Cultural Studies of Hospitality	Innovation in Customer Experiences	Innovation in Employee Recruitment and Retention	Innovation in Customer Experiences & Innovation in Employee Recruitment and Retention
	5A.1: A situated cognition experience in the metaverse-mediated environment [by Dr Jennifer Chang]	5B.1: Time to reboot? Where is the worker voice in empirical research on the use of technology in hospitality workplaces [by Dr Agnieszka Rydzik]	5C.1: Bridging Technology and Loyalty: A UTAUT-Based Framework on Self-Service Technology Engagement in Hospitality [by Syahrul Zuhara S.A. Kamal]	5D.1: Emotional Exhaustion Stressors and Coping Strategies in London's Fine Dining Restaurants [by Dr Charalampos Giousmpasoglou and Dr Evangelia Marinakou]	5E.1:Experiencescape and well-being. Gender perspective of wellness spa hotel experience [by Prof Darko Dimitrovski]
	5A.2: Sustainability Knowledge Gaps in Hotel Operations: A Study of Managerial and Operational Employee Perspectives [by Shayesteh Moghadas]	5B.2: Female Chefs in UK Professional Kitchens: Exploring Neo-Tribal Networks in a Male-Dominated Industry [by Dr Juliane Thieme and Dr Maria Gebbels]	5C.2: Impact of Online Reviews on Immersive Experiences: A Value Co-creation and Co-destruction Perspective [by Kanokwan Phoaroon]	5D.2: Ergonomic technology to solve hospitality's staffing problem [by Klaas Koerten]	
	5A.3: Behind the Silence: The sexual harassment of women in the hospitality workplaces [by Dr Hande Turkoglu]	5B.3: Exploring Scope 3 Greenhouse Gas Emissions (GHGE) and Food Waste in Fine Dining [by Andrea Zick]	5C.3: Tourists' perceptions on their responsible behaviour at ecotourism destinations [Dr Yaja Millo]	5D.3: Case study of a Knowledge Transfer Partnership: aspiring to diminish labour shortages in hospitality [by Dr Philip Berners]	

<u>Presentation No</u>	<u>Title</u>	<u>Author 1</u>	<u>Affiliation</u>	<u>Author 2</u>	<u>Affiliation</u>	<u>Author 3</u>	<u>Affiliation</u>	<u>Author 4</u>	<u>Affiliation</u>	<u>Author 5</u>	<u>Affiliation</u>
1A.1	Exploring hotel products promotion via TikTok: A comparative analysis of brand-owned, OTA and influencer-led live streaming channels	Jialin Snow Wu	University of Huddersfield	Chen Zheng	Leeds Beckett University						
1A.2	Destination attachment in a nature-based destination: a new conceptualisation	Linda Lee	University of Essex	Soheon Kim	Nottingham Trent University						
1A.3	Integrating Algorithmic Management and Algorithmic Coaching in Hotels: Future Challenges and Opportunities	Brana Jianu	University of Surrey	Mark Ashton	University of Surrey	Peter Lugosi	Oxford Brookes University				
1B.1	The importance of employee well-being: addressing (or not) customer abuse and harassment in hospitality	Dennis Nickson	University of Strathclyde	Anastasios Hadjisolomou	University of Strathclyde	Irma Booyens	University of Strathclyde	Tom Baum	University of Strathclyde	Tayler Cunningham	University of Strathclyde
1B.2	The Impact of COVID-19 on Community-Based Tourism: Building Resilience in Yao Noi Island, Thailand	Banthita Hunt	University of Essex	Howhan Thaveeseng	Prince of Songkla University						
1B.3	The Intersection of Feminism, Tourism, Events and Festivals Research: Progress and Prospects	Alicia Orea-Giner	Rey Juan Carlos University,Spain	Louise Todd	Edinburgh Napier University						
1C.1	The Power of Creativity: Catalyst for Change	Dimitri Lera	University of Essex								
1C.2	The Quest for Serendipity: Transdisciplinary Pedagogical Synergies between Hospitality and Agriculture in Graubünden	Giada Clory Mazzi	Università della Svizzera italiana,	Michael Gibbert	Università della Svizzera italiana,						
1C.3	From the active classroom to active assessment: a student-centred approach enhancing career readiness and creativity	Gavin Urie	Edinburgh Napier University	Ellis Urquhart	Edinburgh Napier University						
1D.1	The Influence of Personality Traits on Customer Complaint Behaviour in Restaurants	Adrian Martin	University of Essex								
1D.2	Sustainable Food Waste Management: A Phenomenological Insights from Hospitality and Food Service Sector (HaFS).	Adesola Shola Osinaike	Canterbury Christ Church University	Ashika Kalubadanage	Canterbury Christ Church University	Delly Chatibura	University of Botswana				
1D.3	An Exploratory Study of How Generation Z's Value Perceptions Influence Visit Intentions for Green Hotels in China	Xingyi Wu	Canterbury Christ Church University								
1E.1	Exploring the use of drama and improvisation techniques in workplace training in Northern Ireland's hotel sector	Miriam Witts	Ulster University	Professor Una McMahon-Beattie	Ulster University	Professor Martin McCracken	Ulster University	Dr Lisa Fitzpatrick	Ulster University		
1E.2	Rethinking Recognition: How Airbnb's Badge Programs Miss the Mark in Luxury Accommodations	Maria Matthews	Mount Saint Vincent University	Tracy Harkison	Auckland University of Technology						
1E.3	Redefining the luxury train travel: Exploring the attributes and customer experiences of luxury trains	Khushbu Patel	AUCKLAND UNIVERSITY OF TECHNOLOGY	Tracy Harkison	AUCKLAND UNIVERSITY OF TECHNOLOGY	Anita Manfreda	Torrens University				
2A.1	Employer Branding in the Global Hotel Industry: A Strategic Approach for Competitiveness and Talent Management	Beata Paliś	Jagiellonian University in Krakow	Adesola Osinaike	Canterbury Christ Church University						
2A.2	Transformative Hospitality Employment Activation Programmes: A 'Capitals' Critique	Richard Robinson	The University of Queensland	Peter Lugosi	Oxford Brookes University	Tyler Riordan	University of Queensland	Helen Tracey	Northumbria University		
2A.3	Gender and LGBTQ Disparities in UK Hospitality Leadership	Evangelia Marinakou	Bournemouth University Business School	Gurinder Singh	Bournemouth University Business School						
2B.1	Environmental, Social and Governance adoption in the UK Hospitality and Tourism Industry	Alexander Muir	Anglia Ruskin University London								
2B.2	Innovative approach to market segmentation: the role of personality traits	Delia Gabriela Moisa	University of Cumbria	Demos Parapanos	University of Cumbria	Tim Heap	University of Cumbria				
2B.3	The Role of Instagram Influencers in Shaping Generation Z's Travel Choices in Vietnam's Hospitality Sector	Wei Chen	Sheffield Hallam University	Phuong Anh Nguyen	Sheffield Hallam University						

3A.1	Social Open Innovation in Mega-events: The role of trust and safety in Rio's favela communities	Nicola Cade	University of Essex	Christopher Kerry	Anglia Ruskin University						
3A.2	The Human Side of Home Exchange: Exploring Authenticity and Host-Guest Relationships Through Guest Comments for Budapest on the HomeExchange Platform	Fatemeh Farzad	Universiti Sains Malaysia	Anna Ban	Goethe University Frankfurt	Agnes Pal	Budapest University of Economics and Business	Reka Asztalos	Hungarian Dance University		
3A.3	Starting them young: facilitating early engagement in healthy eating and hospitality careers.	Maria Gebbels	University of Greenwich								
3B.1	Changing Pedagogy: A SUCSESS Approach	Alisha Ali	Sheffield Hallam University	Eva Holmberg	Novia University of Applied Sciences						
3B.2	Assessing the effects of live cases gender and course type on the development of student's entrepreneurial mindset and intentions.	John Hornby	NHLStenden	Dr. Peter Lugosi	Oxford Brookes	Dr Robert van der Veen	Oxford Brookes	Dr. Erwin Losekoot	Edith Cowan University		
3B.3	From Creativity to Reality: Prospects from Design-Thinking Method for Innovative Idea Development in the Hotel Management Education	H. Kader Şanlıöz-Özgen	Özyeğin University	Gülbahar Coşkun	Özyeğin University						
3C.1	Restaurant service redefined: human – robot interaction (HRI) and the impact on customer experiences.	Ewen Crilley	Sheffield Hallam University								
3C.2	Priotizing Improvement of Service Attributes in Smart Hotels: Insights From Online Review Analysis	Zeyu Chen	Taylor's University	Stephanie Hui-Wen Chuah	Universiti Kebangsaan Malaysia						
3C.3	What Makes Customer Experiences with Service Robots in Hospitality Truly Impactful?	Ibrahim Mohamad	The Hashemite University, Zarqa, Jordan	Mostafa Marghany	University of Essex						
4A.1	The productivity-wage gap in the hospitality industry: Examining structural drivers of wage stagnation	Gabrielle Lin	University of Essex	Xinyang Liu	Northumbria University						
4A.2	Optimizing hotel profitability: A quadratic revenue management model considering OTA and direct bookings	Henry Tsai	The Hong Kong Polytechnic University	Loretta Pang	The Hong Kong Polytechnic University	Chris Chan	The Hong Kong Polytechnic University				
4A.3	A Critical Review of Challenges in Using ChatGPT for E-Tourism: Addressing Issues in AI-driven Tour Planning, Itinerary Creation, and Travel Bookings	Abdul Wahid Toor	University of Gujrat	Adeel Ahmed	PAKsoft Solutions Pvt Ltd	Ali Husnain	PAKsoft Solutions Pvt Ltd				
4B.1	Meaningful Work through artificial intelligent technologies in the Hospitality sector	Saloni Singh	University of Lincoln								
4B.2	The Impact of Government Policy on UK Hotel Epidemic Crisis Response and Recovery	Gregory Shadbolt	University of Surrey	Anita Eves	University of Surrey	Lorna Wang	University of Surrey				
4B.3	Food Policy, (In)Security and Poverty: A Rapid Evidence Assessment of Access to Nutritious Food for Migrants	Naz Ali	Buckinghamshire New University	Alexandra Constantinescu	Buckinghamshire New University						



4C.1	Exploring Perceptions of Sustainability in the Hotel Industry and Identifying Key Sustainability Competencies among Future Professionals	Vanessa Guerra-Lombardi	University of La Laguna	Tamara Floričić	Juraj Dobrila University of Pula	Sara García-Altmann	University of La Laguna				
4C.2	FUTUREWORK: Enhancing Worker Well-being through Social Dialogue in Tourism and Hospitality	Joseph Mellors	University of Westminster	Stroma Cole	University of Westminster						
4C.3	Exploring the Disparities in Expectations: Hospitality Graduate Programmes and the Differing Views of Hospitality Employers and Hospitality Graduates	Lisa Wyld	Buckinghamshire New University	Birte Schmitz	Buckinghamshire New University						
4D.1	Deciphering the Transformative and Symbolic Life of the Black Pudding': Controversies, Contradictions and Cultural Creativities	Prof. Marcus L. Stephenson	University of Essex	Dr. Tan Hui Ling	Sunway University Malaysia						
4D.2	Slavery Working Conditions in the Hospitality Sector: How Technology Affects?	Mostafa Marghany	University of Essex	Nirmeen Elmohandes	University of Debrecen	Ibrahim Mohamad	The Hashemite University				
5A.1	A situated cognition experience in the metaverse-mediated environment	Jennifer Yee-Shan Chang	University of Essex								
5A.2	Sustainability Knowledge Gaps in Hotel Operations: A Study of Managerial and Operational Employee Perspectives	Shayesteh Moghadas	University of Strathclyde	Iain Davies	University of Strathclyde	Andrew Davis	University of Strathclyde				
5A.3	Behind the Silence: The sexual harassment of women in the hospitality workplaces	Hande Turkoglu	Bournemouth University								
5B.1	Time to reboot? Where is the worker voice in empirical research on the use of technology in hospitality workplaces	Agnieszka Rydzik	University of Lincoln								
5B.2	Female Chefs in UK Professional Kitchens: Exploring Neo-Tribal Networks in a Male-Dominated Industry	Juliane Thieme	University of Greenwich	Maria Gebbels	University of Greenwich						
5B.3	Exploring Scope 3 Greenhouse Gas Emissions (GHGE) and Food Waste in Fine Dining	Andrea Zick	Brunel University	Ximena Schmidt	Brunel University	Christian Reynolds	City St George's, University of London				
5C.1	Bridging Technology and Loyalty: A UTAUT-Based Framework on Self-Service Technology Engagement in Hospitality	Syahrul Zuhara S.A. Kamal	Universiti Malaya	Yusniza Kamarulzaman	Universiti Malaya						
5C.2	Impact of Online Reviews on Immersive Experiences: A Value Co-creation and Co-destruction Perspective	Kanokwan Phoaroon	University of Surrey	James Kennell	University of Surrey	Jonathan Skinner	University of Surrey	Emma Delaney	University of Surrey		
5C.3	Tourists' perceptions on their responsible behaviour at ecotourism destinations	Yaja Millo	Indian Institute of Technology Madras	Pinosh Kumar Hajoary	Indian Institute of Technology Guwahati						
5D.1	Emotional Exhaustion Stressors and Coping Strategies in London's Fine Dining Restaurants	Charalampos Giousmpasoglou	Bournemouth University	Evangelia Marinakou	Bournemouth University	Emmanouil Papavasileiou	Hellenic Mediterranean University				
5D.2	Ergonomic technology to solve hospitality's staffing problem	Klaas Koerten	Hotelschool The Hague	Jeroen Oskam	Hotelschool The Hague	Marco Rozendaal	Delft University of Technology				
5D.3	Case study of a Knowledge Transfer Partnership: aspiring to diminish labour shortages in hospitality.	Philip Berners	University of Essex								
5E.1	Experiencescape and well-being. Gender perspective of wellness spa hotel experience	Darko Dimitrovski	University of Kragujevac	Veljko Marinković	University of Belgrade	Branislava Hristov-Stančić	University of Belgrade	Aleksandar Đorđević	University of Belgrade		
Poster 1	Social interactions in organisations: Proposing Spatial econometric methods for hospitality management	Eden Jiao	University of Surrey	Yitong Yu	The Hong Kong Polytechnic University						
Poster 2	Systemic Racial Discrimination and Lack of Black Representation in the UK Hospitality Industry.	Kingsley Adiukwu	University of Derby	Iride Azara	University of Derby	Xueer Ma	University of Derby				
Poster 3	The Quest for Serendipity: Pedagogical Transdisciplinary Synergies between Hospitality and Agriculture in Graubünden	Giada Clory Mazzi	Università della Svizzera italiana,	Michael Gibbert	Università della Svizzera italiana,						
Poster 4	It'll be fun they said: Predictors of depression, anxiety, and emotional exhaustion in HTM students executing a stressful event	Annamarie Sisson	Edinburgh Napier University	Melanie Peele	Private practice psychotherapist	Nicholas Thomas	Abu Dhabi Hospitality Academy – Les Roches				

Poster 5	Proximity and Personality in Sustainable Tourism: How Travel Distance Shapes Sustainable Behaviour and Subjective Wellbeing	Sudipta Kiran Sarkar	Anglia Ruskin University	Hyerhim Kim	University of Essex						
Poster 6	Perimenopause and the menopause in the workplace	Jennifer Kaye	University of Essex								
Poster 7	Place-Based Partnerships: Investigating the Role of Collaboration and Value Co-Creation in Strategic Tourism	Abigayle Adamson	Ulster University	Laura Wells	Ulster University	Lynsey Hollywood	Ulster University	Una McMahon-Beattie	Ulster University		
Poster 8	Cultivating Communities: Taking a Regenerative Approach to the Longevity of the Rural Irish Pub.	Ciara Hurl	Ulster University	Dr Laura Wells	Ulster University	Dr Lynsey Hollywood	Ulster University	Prof. Una McMahon-Beattie	Ulster University		
Poster 9	Icons in Urban Placemaking: Assessing Tourists' Spaces for Visitor Experience	Lloyd Robinson	Northumbria University								