

**The 30th Council for Hospitality Management Education (CHME) Annual Research Conference
The Human Touch in Hospitality
24th -27th May 2022**

**The Business School, Craiglockhart Campus, Edinburgh Napier University, EH14 1DJ
Parallel Sessions Programme**

Wednesday 25th May 2022 – morning sessions					
Parallel Session	Theme	Presentations	Stream Chair	Room	Time
1	Hospitality Management	Consumer Perceptions of the Potential use of Service Robots in Spas , Sung Lim Cho and Louise Buxton Hospitality Robotics: Mapping The Field , Klaas Koerten, Jeroen Oskam, Ties Van Bruinessen and David Abbink		2/05	11.15-12.15
2	Learning, teaching and assessment in hospitality management education	Enhancing industry engagement within hospitality and tourism education: a collaborative learning approach , Alisha Ali, Dave Egan and Natalie Haynes Hospitality Education: Learning from Other Sectors , Sarah Rawlinson and Victoria Naisola-Ruiter		2/06	
3	Critical and cultural studies of hospitality	Roaring 20's redux? 1920s New Zealand as an example of tourism's recovery after a pandemic , Ann Cameron		2/07	

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		Wine consumer behaviour and attitudes: a focus on Australian Chardonnay , Daniel Ma and John Dunning			
4	Festivals and the human touch	Edinburgh and women leadership: is the world's leading festival city accessible and inclusive for women leaders? , Benedetta Piccio Madrid LGTBIQ+ Pride in a Health Crisis Context , Alicia Orea-Giner and Gonzalo Recio-Moreno		2/09	
5	Demonstration/ Workshop	STR Sharecenter – Global trends update		2/04	
Wednesday 25th May 2022 – afternoon sessions					
Parallel Session	Theme	Presentations	Stream Chair	Room	Time
6	Hospitality Management	Automation for Sustainable Tourism Development: A Systematic Literature Review , Gilang Maulana Majid, Iis Tussyadiah, Yoo Ri Kim and Anjan Pal,		2/05	2.00-3.00

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		Corporate Social Responsibility (CSR) Engagement and Remote Work: A Service Industry Perspective , Kelsy Hejjas, Andrew Bratton and Magdalena Gilek			
7	Learning, teaching and assessment in hospitality management education	UK digital skills - what training do organisations provide? , Katarzyna Minor and Emmet McLoughlin. The importance and effectiveness of business simulation programs as teaching tools, for enhancing university hospitality graduates' workforce preparedness and knowledge , Michail Papaioannou.		2/06	
8	Critical and cultural studies of hospitality	Homeless persons' narratives of employment: Work as spaces of hospitality/hostility , Richard Robinson, Peter Lugosi, Tyler Riordan and Cameron Parsell. How Standardized are the Chinese Package Tours to the UK? , Mingjie Ji, Zhihao Chen and Nigel Morgan		2/07	

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9	Hospitable Destinations	Online walking and mapping: understanding residents' engagement with Edinburgh's festival city spaces and places, Louise Todd "So, What Do You Want?" Recasting Public Value in The Tourism Domain, Constantia Anastasiadou and Janice McMillan		2/09	
10	Demonstration/ Workshop	STR Sharecenter Software Demo		2/04	
Thursday 26th May 2022 – morning sessions					
Parallel Session	Theme	Presentations	Stream Chair	Room	Time
11	Hospitality Management	Algorithmic Control in Hospitality Workplaces: The Impact on Employee Well-being, Branislava Jianu, Iis Tussyadiah and Graham Miller			11.30-12.30

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		Holidays for People with Dementia: Current State of Technological Facilitation Erin Ling, Iis Tussyadiah and Anyu Liu.			
12	Critical and cultural studies of hospitality	Students for hospitality, hospitality for students: Can we make zero-hour contracts work for student-workers as well as employers? , Agnieszka Rydzik Hospitality as a social practice - a breakfast club for citizens with dementia , Marianne Søgaaard Andersen and Lise Justesen		2/06	
13	Festivals and the human touch	Power down for human touch: mobile device intermediations at events , Annamarie Sisson and Elizabeth Whalen Three themes and a PhD: Critical realism, social network analysis, and festival communities , David Jarman		2/07	

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14	Hospitable Destinations	Tourist experience and the ‘human element’ in a commercialized tourism place setting , Prokopis Christou and Katerina Pericleous Innovating the City Hospitality Experience Model , Karoline Wiegerink, Jan Huizing and Yasemin Oruc		2/09	
15	Demonstration/ Workshop	Cesim ESG Hospitality Simulation Game Demonstration		2/10	
Thursday 26th May 2022 – afternoon sessions					
Parallel Session	Theme	Presentations	Stream Chair	Room	Time
16	Hospitality Management	User generated content by frontline staff , Florian Zach and Huihui Zheng		2/05	2.15-3.15
17	Learning, teaching and assessment in	University and employer perceptions of work based learning partnerships in the Scottish tourism sector , Lynn Waterston		2/06	

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	hospitality management education	The Benefits of Live and Applied Research Projects , Charles Spring and Lisa Wakefield			
18	Festivals and the human touch	Community-visitor experience co-creation and its impact on destination image: The case of the 2019 Rugby World Cup in Japan , Christopher Hayes Unlock and Revive: The ingredients needed to deliver accessible online cultural & heritage events that bring positive benefits to people living with dementia and their caregivers , Hannah Stewart, Stephen Smith, Ruthanne Baxter, Jane Ali-Knight and Gary Kerr		2/07	
19	Demonstration/ Workshop	Area4Finance - Come and join Debra Adams from arena4finance and Peter Russell from the Russell Partnership for a practical workshop illustrating how simulations can be used to create interactive and engaging learning experiences for hospitality students both in the classroom and working together online.		2/09	
		FREE		2/10	

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Friday 27th May 2022 – morning sessions					
Parallel Session	Theme	Presentations	Stream Chair	Room	Time
20	Hospitality Management	The Future of Hospitality Jobs – A Working Paper on Attracting and Retaining Talent for the Dutch Hospitality Industry, Georges El Hajal Destination Marketing and Promotion: Attitudes of Local Food and Drink Producers, Ewen Crilley and Eleni Michopoulou.		2/05	10.45-11.45
21	Hospitable Destinations	Co-performing hospitable destinations, Huthayfah Madkhali and Peter Lugosi Hotel design's impacts on customer experience and satisfaction in the age of pandemics, Wei Chen and Juan Lu.		2/06	

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22	Learning, teaching and assessment in hospitality management education	You are on mute! The lessons of COVID-19 , Dougie Yourston Welcome - please have a seat: Campfires as a tool for learning about hostmanship , Macmillian Fernandes, Erwin Losekoot, Laura Velten, Rob van Vlokhoven, Alexander de Vries and Brenda de Zwaan.		2/07	
23	Demonstration/ Workshop	Cesim ESG Hospitality Simulation Game Demonstration		2/09	