

APacCHRIE/APF 2015						
Conference Programme						
Tuesday 9 June 2015						
8:30am - 5:00pm	STR pre-conference workshop (WH125, AUT University)					
Wednesday 10 June 2015 (All sessions will be at the ANZ Viaduct Events Centre unless otherwise stated)						
8:30am - 11:30am	STR pre-conference workshop (WH125, AUT University)					
9:00am - 3:00pm	APacCHRIE board meeting and lunch (Four Seasons, AUT)					
12:00pm - 8:00pm	Registration desk open (Level 1 reception)					
12:30pm - 5:30pm	Exhibitor booths open (Level 2 foyer)					
1:00pm - 2:00pm	Pre-conference workshop Business is a Matter of Human Service <i>Jonathan Kane Houldsworth, Brand Communications Manager, Dilmah New Zealand (Rangitoto 3)</i>			Pre-conference workshop The growth of Dubai's Hospitality and Tourism Sector and your Study Abroad Opportunity <i>Ron Hilvert, Managing Director, The Emirates Academy of Hospitality Management (Kawau 2)</i>		
Stream	Session: Rangitoto 1 Critical Studies I	Session: Rangitoto 2 Teaching & Learning I <i>Active & Experiential Learning</i>	Session: Rangitoto 3 Tourism Marketing I <i>Planning & Development</i>		Session: Kawau 2 STR/HOTS pre-conference workshop 2:00-5:00pm	Session: Browns Island Research Methods
Chair	David Williamson	Prof Brian Mihalik	Prof Chris Ryan			Dr Massimo Morellato
2:00pm - 3:30pm	Astonishment, Derrida and commercial hospitality <i>Nigel Hemmington, Andrew Gibbons (Auckland University of Technology)</i>		Visitor management at national parks: Using basic category and dimensional emotions to develop safer park experiences <i>Edmund Goh (Blue Mountains International Hotel Management School)</i>			Applying constructivist grounded theory: A study of the language of service in Sydney's luxury hotels <i>Madalyn Scerri, John M. Jenkins, Genevieve Lovell, Grant Cairncross (Blue Mountains International Hotel Management School, Southern Cross University)</i>
	Where is the meaning we have lost in hospitality? Turning the light on the values we live and work by <i>Warren Goodsir, Erling Rasmussen, Coral Ingle (Auckland University of Technology)</i>	Experiential learning and its effectiveness – from the perceptions of hospitality students <i>Jing Lyu, Nan Jiang, Mingwai Lau (Shenzhen Polytechnic College, The Hong Kong Polytechnic University)</i>	The effect of fluctuating energy prices on tourism expenditures and behavior: Evidence from the state of Florida <i>Mark Bann, Nathaniel Line, Meehee Cho (Florida State University)</i>			Biographical research in tourism: A case study of German seniors <i>Dominik Huber, Simon Milne, Ken Hyde (Auckland University of Technology)</i>
	Hospitality through the eyes of front-line hotel workers <i>Maria Golubovskaya, David Solnet, Richard Robinson (University of Queensland)</i>	Work integrated learning (WIL) within the hospitality curriculum <i>Elizabeth Roberts (Southern Cross University)</i>	Experiencing the rapid development of tourism in Macau: Through the eyes of Hong Kong visitors <i>Iok Keng Veronica Lam (Institute for Tourism Studies)</i>			Researching young children: The do's and don'ts <i>Catheryn Khoo-Iattimore (Griffith University)</i>
	Wasted youth in the hospitality industry? Older workers' perceptions and misperceptions about younger workers <i>Shelagh Mooney (Auckland University of Technology)</i>		Analysis and control on the life cycle of Zhangye Danxia Geopark resort in the northwest of China <i>Jie Yang (Beijing International Studies University)</i>			Collage creation as an elicitation tool in tourism academic research <i>Anna Pavesi, Basak Denizci-Guillet, Rob Law, Ryan Smith (The Hong Kong Polytechnic University)</i>
	Hospitality emotional labor presentation: Cultural differences between East and West <i>Kay H. Chu, Ching-Wen Chang (Tunghai University)</i>		Assessment criteria of 'creative tourism': Lessons learned from Thailand <i>Pichet Saipan, Ornuna Teeparakul, Lalida Fungrathok, Nalakitbhag Sangsrit (Thammasat University, Pathumthani)</i>			
3:30pm - 4:00pm	Afternoon tea (Rangitoto 1, 2, and 3)					
Stream	Session: Rangitoto 1 Critical Studies II	Session: Rangitoto 2 Teaching & Learning II <i>Interactive & Online Learning</i>	Session: Rangitoto 3 Tourism Marketing II <i>Destination Image & Management</i>			Session: Browns Island
Chair	Dr Shelagh Mooney	Prof Nigel Hemmington	Dr Girish Prayag			Dean's/Director's forum for invited attendees only
4:00pm - 5:30pm	The corporatist origins of the New Zealand Hotel Workers Union <i>David Williamson, Candice Harris, Erling Rasmussen, Kathrine Ravenswood (Auckland University of Technology)</i>	Digital-enhanced learning in Aotearoa, New Zealand: Te Matatiki and event studies <i>Massimo Morellato, Hohepa Spooner (Auckland University of Technology)</i>	Destination brand equity of Switzerland and Austria as perceived by Chinese tourists <i>Seongseop Kim, Markus Schuckert, Holly Hyungjeong Im (The Hong Kong Polytechnic University)</i>			
	Cafés and restaurants as models of sustainability <i>Freya Higgins-Desbailles, Gayathri Wijesinghe (University of South Australia)</i>	Students' opinions of learning using online and face-to-face modes of instruction: Comparing students of Tourism & Hospitality Programs in the USA and Asia. <i>David Baker (Tennessee State University)</i>	Predicting international tourist flow: The influence of psychic distance <i>Hongbo Liu, Xiang (Robert) Li, Brian Mihalik (University of South Carolina)</i>			
	Putting a city on the map: Examining the impact of hosting the Olympic Games on a city's image and awareness <i>Henry Wear, Bob Heere, Brian Mihalik (University of South Carolina)</i>	A snapshot of MOOCs in hospitality and tourism <i>Laurel Horton-Tagnazzini, Peter Ryan, Alan Williams (Australian School of Management)</i>	Malaysian tourism destination image in the mirror of Malaysian cuisine: An analysis of travellers' photographs <i>Shahab Pourfakhimi, Muhammad Irfan Abdullah, Zainab Khalifah, Tianyu Ying (University of Otago, Universiti Teknologi)</i>			
	Defining Western and Asian culture through tourism <i>Ryan Patrick Smith (The Hong Kong Polytechnic University)</i>	Assessing the utility of Massive Open Online Courses in tourism <i>Laurel Horton-Tagnazzini, Jamie Murphy, J. Bruce Tracey, Tadayuki Hara (Australian School of Management, Cornell University School of Hotel Administration, University of Central Florida)</i>	Post-visit factors influencing multifaceted destination image formation <i>Jia Xiong, Noor Hazarina Hashim, Jamie Murphy (Universiti Teknologi, Australian School of Management)</i>			
		Rethinking blackboard: Teaching models for interactive learning <i>Alison Booth, June Kim (Auckland University of Technology)</i>	International visitors' image of Macau as a tourist destination <i>Radesh Palakurthi (University of Memphis)</i>			
6:30pm - 6:45pm	Pōwhiri (traditional Māori welcome)					
6:45pm - 8:00pm	EventsAIR Welcome Reception					
Thursday 11 June 2015 (All sessions will be at the ANZ Viaduct Events Centre unless otherwise stated)						
8:00am - 7:00pm	Registration desk open (Level 1 reception)					
8:30am - 5:30pm	Exhibitor booths open (Level 2 foyer)					
9:00am - 9:45am	Conference opening and Mihi/Karakia, Kawau 1					
9:45am - 10:30am	Keynote 1: Simon Milne, Kawau 1					
10:30am - 11:00am	Keynote 2: Hon Paula Bennett, Kawau 1					
11:00am - 11:30am	Morning tea, Kawau 1					
11:30am - 1:00pm	Panel discussion 1: Hospitality/Tourism (H/T) as a discipline of study: Issues and challenges , Kawau 1 Panellists: Alan Williams (Moderator), Australian School of Management / Elizabeth Roberts, Southern Cross University / Kaye Chon, Hong Kong Polytechnic University / Maureen Brookes, Oxford Brookes University / Nigel Hemmington, Auckland University of Technology / Steve Hood, Smith Travel Research					
1:00pm - 2:00pm	Delegates' Lunch & APacCHRIE's Silent Auction for Nepal, Kawau 1					
1:00pm - 7:00pm	Poster displays set up (Level 3 foyer)					
Stream	Session: Rangitoto 1 Tourism Marketing III <i>Sustainability</i>	Session: Rangitoto 2 Teaching & Learning III <i>Education</i>	Session: Rangitoto 3 Service Management I <i>Management & Customers</i>	Session: Kawau 1 Organisational Behaviour I <i>Leadership</i>	Session: Kawau 2 Accommodation	Session: Browns Island Innovation & Change
Chair	Dr Guillaume Tiberghien	Joji Bian	Dr Catheryn Khoo-Lattimore	Dr Nancy McIntyre	Dr Myong-Jae Lee	Warren Goodsir
2:00pm - 3:30pm	Recycling in hospitality and tourism: Academic and industry perceptions <i>Jamie Murphy, Julieanne Harmer, Casey Murphy (Australian School of Management, University of Notre Dame Australia)</i>	Collaborative study on the transition of hospitality and tourism education towards ASEAN Economic Community 2015 <i>Karen Fernandez, Samart Plangpramool (Imus Institute, Burapha University International College)</i>	The impact of service recovery on restaurant brand image – considering the moderating effects of corporate social responsibility <i>Cheng-Chung Chen, Chee-Wha Yann (Tunghai University, Overseas Chinese University)</i>	The effect of managers' pygmalion leadership behaviors on employees' work motivation, job stress, and job satisfaction: A focus on hotel restaurant employees <i>Xuemel Yin, Gyunim Lee (Kyung Hee University)</i>		Tourism development under a model of the 'new normal socialist market system': A history of Qiyunshan, Anhui, China – 2008–2014 <i>Ping Li, Chris Ryan, Jenny Cave (University of Waikato, Zhejiang Yuexi University of Foreign Languages)</i>

	An integrated perspective of tourist to sustainable tourism development Chih-Hsing Liu, Jeou-Shyan Horng, Sheng-Fang Chou, Ying-Chun Chen, Jingfeng Jiang, Yong-Quan Li, Bernard Gan (Ming Chuan University, Shih Chien University, Fujian Normal University, Huaqiao University, University of New South Wales)	Fostering 'green' education: A practitioner's innovative project example Beverley Wilson-Wünsch (International University of Applied Sciences)	The restorative role of casinos on Chinese tourists IpKin Anthony Wong, Mark Rosenbaum (Institute for Tourism Studies, Northern Illinois University)	An exploratory study of green hospitality enterprise leadership style Tan Wei-Hsuan, Cheng-Chung Chen, Ming-Shih Chen (Tunghai University)	Philosophy? I'm just trying to staff a hotel! Ann Cameron (Whitireia, Auckland, New Zealand, Waikato School of Management)	Sustainable service innovation in the hotel industry: Current and future trends Jeou-Shyan Horng, Chang-Yen Tsoi, Chung-Jen Wang, Da-Chien Hu (Shih Chien University, MingDao University)
	A call for active play and nature in hotels and resorts Casey Murphy, Jamie Murphy (Australasian School of Management, University of Western Australia, University of Notre Dame Australia)	Learning accounting: Hospitality business students' perceptions of accounting education Edmund Goh, Madalyn Scerri (Blue Mountains International Hotel Management School)	A multilevel investigation of the role of the service environment on impulsive gambling IpKin Anthony Wong, Catherine Prentice (Institute for Tourism Studies, Swinburne University of Technology)	A multilevel analysis of leader-member exchange (LMX) and leader-member guanxi (LMG) in the Chinese hospitality industry Pola Wang (Auckland University of Technology)	The luxury accommodation experience: Pixie dust or precision? Tracy Harkison (Auckland University of Technology)	Automatic tubig machines (ATM) in Philippine small restaurants and retail stores: Their role in the greening future Ephraim Jose Abellana, Janice Abellana (Far Eastern University)
	Sustainable development of Himalayan assets in Jammu and Kashmir, India: A study of alternative tourism Parikshat Singh Manhas, Akshi Bhagat (University of Jammu)	Stakeholders' perspectives on undergraduate curriculum of hospitality and tourism: A case of Indonesia Hera Oktadiana, Kaye Chon (The Hong Kong Polytechnic University)	Tippling in top Auckland restaurants: Does it help? Sheree O'Neill, Marcus Pearson (Auckland University of Technology)	How leader-member exchange facilitates frontline employees' work engagement: Mediating effects of role overload and job security You-De Dai, Wen-Long Zhuang, Yu-Hsiang Hou, Yu-Ming Chiu, Kuan-Yang Chen (National Chi Nan University, Ling Tung University, University of Science and Technology)	Factors that influence Chinese visitor selection of accommodation in New Zealand Rachel Byars (Otago Polytechnic)	Development and validation of the creativity scale among practitioners in the Taiwanese tourism and hospitality industry Jeou-Shyan Horng, Chang-Yen Tsoi, Yu-Chun Chung, Da-Chian Hu (Shih Chien University, MingDao University, Tamkang University)
	Ecotourism and intellectual decision support structure for destinations: A conceptual research on mountains Parikshat Singh Manhas, Sudhanshu Gupta (University of Jammu)		Effect of table sharing on consumer emotions and behavioral intentions Yevwon Yi-Chi Chang, Yu-Hsiang Tsoi, Wen-Bin Chiou, Shu-Yun Cheng (Tunghai University, National Sun Yat-Sen University, Southern Taiwan University of Science & Technology)	Effects of perceived supervisor support (PSS) towards employees' intention to leave and intention to stay Nasyira Mohamad Nashuki, Hazrina Ghazali, Mohhdin Othman, Ahmad Fareed Ismail (Universiti Putra, Malaysia)	Image congruity and boutique hotels Mhairi Finlayson, Pauline Bell, Jamie Murphy (Australian School of Management, Australian College of Applied Education, Glasgow Caledonian University)	Measuring the immeasurable: A comparative study of the sustainability indicators for responsible rural tourism destinations Vikneswaran Nair (Taylor's University)
3:30pm - 4:00pm	Afternoon tea, Kawau 1					
	Session: Rangitoto 1	Session: Rangitoto 2	Session: Rangitoto 3	Session: Kawau 1	Session: Kawau 2	Session: Browns Island
Stream	Tourism Marketing IV Tourism Motivation & Decision Making	Teaching & Learning IV Teachers & Studying	Service Management II Loyalty, Perceptions & Innovation	Organisational Behaviour II Job Satisfaction	Food & Wine I Wine & Beverage	Gender & Diversity
Chair	Dr Robert Wu	Tracy Harkison	Dr David Solnet	Dr Kay Chu	Dr Cindy Heo	Dr Shelagh Mooney
4:00pm - 5:30pm	Malaysian tourists' motivation and involvement of Southeast Asia tourism: A case study of Singapore and Bangkok Bharath Josiam, Amanda Ooi, Pitchayapa Virajphan (College of Merchandising)	Travel and teaching: An exploratory study Adam Ransfield (Wellington Institute of Technology)	Linking customer-employee exchange and employee innovative behavior Minglang Li, Cathy Hsu (The Hong Kong Polytechnic University)	Investigating the effects of intrinsic and extrinsic traits on hospitality employees' career satisfaction Anastasio Zaplati, Antonis L. Theocharous, Panayiotis Constanti (Cyprus University of Technology, University of Central Lancashire)	The prevalence of wine tourism studies in hospitality and tourism journals: A literature review and suggestions for future research Gu Qishi (Cathy), Hanqin Qiu, Brian King (The Hong Kong Polytechnic University)	The influence of gender on the use of accommodation booking websites: A user's perspective Tsunngo (Bob) Tsoi, Yi-Fan (Alex) Tung (Tamkang University)
	Senior leisure travelers in Hong Kong: Examination of their motivation and destination choice Sienny Thio, Winnie Wai Ling Chiu (Petra Christian University, The Open University of Hong Kong, The Hong Kong Polytechnic University)	How satisfied are hospitality learners with experiential learning? Huijun Yang, Catherine Cheung, Ada Lo (Hong Kong Caritas Institute of Higher Education, The Hong Kong Polytechnic University)	The role of relational uncertainty in service failure encounters: Examining why consumers switch JunYun Hur, SoCheong (Shawn) Jang (Purdue University)	The moderating effect of co-worker support on the relationship between salary satisfaction and retention intention in hospitality industry Tzu Yun Hsieh, Shu Tai Wang (Tunghai University)	Towards an understanding of the motivation of wine tourism travellers in China: A conceptual framework Yichen Duan (Griffith University)	Accommodation preferences of the girlfriend getaway market: Self-image, satisfaction and loyalty Catheryn Khoo-Lattimore, Girish Prayag (Griffith University, University of Canterbury)
	Visitors' decision making behaviors to revisit: A case of Tidung Island, Thousand Islands, Jakarta, Indonesia Azril Azahari, Supino Supino, Issaraporn Pholnaruksa (The International Bali Tourism Institute, Bunda Mulia University)	Reprofessionalisation of chefs and deprofessionalisation of teachers and their learning in cooperation networks Anne Roosipöld (Tallinn University)	The effect of customer service and place attachment on loyalty to hot spring resorts Yi Fu, Xiaoming Liu, Jun Li (University of Macau, Florida State University)	The effect of restaurant manager's emotional intelligence and manager's support on employees' job satisfaction: Examining moderating role of service under pressure Woody Kim, Sujin Han, Sora Kang, Veerades Panvisavas (Florida State University, Hoseo University, Mahidol University International College)	Wine tourists' experiences of New Zealand wineries and their motivations for visiting the West Auckland region Joshua Yeow, Claire Liu, (Auckland University of Technology)	A study of characteristics of female Chinese tourists who participate in New Zealand wine tourism Lin (Summer) Huang, Charles Johnston (ATEED, Auckland University of Technology)
	Key choice factors and preferences of attendees for hospitality and tourism conferences Chloe S Kim, Peter B Kim, Linda O'Neill, Simon Milne (Auckland University of Technology)	Measuring student's creativity between Taiwan and China: Scale development and validation Jeou Shyan Horng, Chang Yen Tsoi, Chih Hsing Liu, Yong Quan Li, DaChien Hu (Shih Chien University, MingDao University, Ming Chuan University, Huaqiao University)	Factors influencing tourist satisfaction and the mediating role of complaint intention between satisfaction and loyalty Samson Io Kei Leong, Catherine Zhuo Li (Institute for Tourism Studies)	The impact of green enterprise culture on employee job satisfaction and organizational citizenship behavior Cheng-Chung Chen, Ming-Shih Chen, Yu-Ling Chang (Tunghai University)	Effect of the shape of wine glasses on sensory perception of wine — from the physiological and psychological perspectives Hsu-Kun (Morris) Tao, Shu-Tai Wang, Tao-Chun Wei (Le Celler des Poëtes, Tunghai University, Taiwan Hospitality and Tourism University)	Locating Asian (solo?) female travellers: A cultural perspective Elaine Chiao Ling Yang, Catheryn Khoo-Lattimore, Charles Arcodia (Griffith University)
		Examining the dimensions of quality in hospitality management education: A student perspective Myong Jae Lee, Neha Singh (California State Polytechnic University)	Are Chinese visitor service perceptions and expectations being met when travelling in New Zealand? An exploratory study Sharleen Howison, Glenn Finger (Otago Polytechnic, Griffith University)	Pride in the airline industry: Flight attendants' viewpoints Sheng-Hsiung Tsaur, Wongladda Weerapaiboon (National Chiayi University, Silpakorn University)	The effect of air bubbles on sensory perception of the cocktail: A case study of making daiquiri Tzu-Hsien Lin, Ling-Chieh Chien, Jheng Liou, Ruey-Chih Lu, Wu-Kai Wei, Shu-Tai Wang (Tunghai University)	Bringing life to learning: A study of active learning in hospitality education Salott Chau, Catherine Cheung (Hong Kong Polytechnic University)
5:30pm - 6:00pm	APACCHRIE AGM, Rangitoto 1					
Friday 12 June 2015 (All sessions will be at the ANZ Viaduct Events Centre unless otherwise stated)						
8:30am - 10:00pm	Registration desk open (Level 1 reception)					
8:30am - 6:00pm	Exhibitor booths open (Level 2 foyer)					
8:30am - 2:00pm	Poster displays set up (Level 3 foyer)					
9:00am - 9:45am	Keynote 3: Krishna Botica, Kawau 1					
9:45am - 11:00am	Panel discussion 2: Hospitality/Tourism (H/T) researchers in a greening world (Rangitoto 1)			Panel discussion 3: Hospitality/Tourism (H/T) teachers in a greening world (Kawau 1)		
	Panellists: Amy So (Moderator), University Macau / Chris Ryan, Waikato University / Freya Higgins-Desbiolles, University of South Australia / Jill Poulston, Auckland University of Technology / Robert Li, University of South Carolina / Shawn Jang, Purdue University			Panellists: Christina Aquino, Lyceum of the Philippines University / David Jones, Singapore Institute of Technology / Deborah Breiter, University of Central Florida / Brian King, Hong Kong Polytechnic University / Linda O'Neill, Auckland University of Technology / Qu Xiao, Hong Kong Polytechnic University		
11:00am - 11:30am	Morning tea, Kawau 1					
	Session: Rangitoto 1	Session: Rangitoto 2	Session: Rangitoto 3	Session: Kawau 1	Session: Kawau 2	Session: Browns Island
Stream	Food & Wine II Meaning of Food & Food Tourism	Events Management I Planning & Management	Tourism Marketing V Tourists & Impact Factors	Organisational Behaviour III Emotional Labour & Job Satisfaction	Hospitality Management I	Operations & Finance
Chair	Michael Krusei	Dr Lisa Sleivitch	Dr Vikneswaran Nair	Dr Emily Ma	Dr Erwin Losekoot	Dr Fred Fang
11:30am - 1:00pm	Food as a language: A Malaysian perspective Nancy McIntyre (Auckland University of Technology)	Leveraging and activating sponsorship through music festivals: The case of Circuit of the Americas and Austin Fan Fest Nichole Kosar, Khalid Ballouli, Todd C. Koesters, Brian Mihalik (University of South Carolina)	Promotions and accommodation facilities of Fiesta Republica: An assessment Angelyn Dy Tioco, Gloria Lulu (Bulacan State University, Research Development Center)	Workplace incivility, emotional exhaustion and service performance: The moderating roles of perceived organizational support and emotional intelligence Meehee Cho, Mark Bonn, Sujin Han (Florida State University, Hoseo University)	Destination marketing: Image turn around strategies for SMEs from the tourism/hospitality industry Ruth M W Yeung, Wallace M S Yee, Kenia Zamarripa (Institute for Tourism Studies, Macau, University of Liverpool)	Data breaches: Should managers of hospitality firms be alarmed? Mark Johnson, Tolani Lawson, A.J. Singh (Michigan State University)
	Indigenous self-determination, the contribution of food tourism Ann Allen (Auckland University of Technology)	Protesting at Auckland pride: A case study of issues for contemporary event management Jared Mackley-Crump (Auckland University of Technology)	Attitudes towards Hong Kong outbound tour tipping policy between tour escorts and tour participants Winnie Wai Ling Chiu, Shuofeng Wu, Ophelia Pui Yan Wong, Norman Au (The Open University of Hong Kong, The Hong Kong Polytechnic University, Hainan University)	Employee experiences of sexual harassment by customers in the Cook Islands hospitality industry Lisa Sadaraka, Heike Schänzel (Auckland University of Technology)	The sharing economy adoption model: The case of Airbnb Joemun Byun, SoCheong (Shawn) Jang (Purdue University)	An empirical investigation of the relationship between international tourists and Taiwanese international hotel operations Chien Yun Chang, Homer Wu, Tzu-Chint Lai (Hsiuping University of Science and Technology, National Taichung University of Education, National Kaohsiung University)
	Cheese tourism: Exploratory comparison between local cheese producers in Vall de Boi (Catalonia, Spain) and Banks Peninsula (Canterbury, New Zealand) Francesc Fusté Forné (Universitat de Girona, Lincoln University)	Major events in Auckland: Exploring the outcomes-driven approach to portfolio design Vladimir Antchak (Auckland University of Technology)	Derailing trajectories: Evaluating leisure and agency within Australian thoroughbred horse racing Michael Lee, Matthew Nicholson (La Trobe University)	An empirical study of the effects of emotional labour on tour guides' role performance in Hong Kong Florence Yim, Catherine Cheung (Hong Kong Institute of Vocational Education, The Hong Kong Polytechnic University)	An analysis of lodging preferences for food tourists Jamie Levitt, Brian Mihalik (University of South Carolina)	Disaggregate food and labour cost performance from the total-factor framework to enhance menu performance in Chinese- and Japanese-style restaurant chains Chin-Yi Fang (National Taiwan Normal University)

	<p>Tourism, local food and online promotion by accommodation operators in Vanuatu Marta Garcia-gonzalez, Evangelina Singh, Simon Milne (Auckland University of Technology, New Zealand Tourism Research Institute, Ministry of Business Innovation and Employment)</p>	<p>A study of the relationships among leisure involvement, organizational commitment and well-being: Viewpoints from fans of a professional baseball team in Taiwan Homer C. Wu, Su-Lan Pan, Min-Tzu Huang (National Taichung University of Education, Yuanpei University of Medical Technology)</p>	<p>Mindful or mind full? The importance of quietness in tourist experiences I-Ling Chen, Noel Scott, Pierre Benckendorff (The University of Queensland, Griffith University)</p>	<p>Emotional labor, job burnout and job satisfaction: Research on luxury hotel employees Yanling Huang (Guilin University of Technology)</p>	<p>Residents' attitudes towards tourism development - A case of Malacca, Malaysia Robert Yinglock Chan (The Hong Kong Polytechnic University)</p>	<p>Supply chain management in the hospitality industry: A research agenda Andrew Jenkins, Derek Cameron, Richard Crompton (The University of Huddersfield)</p>
	<p>Exploring the specialization concept for identifying and segmenting special-interest tourists: A food tourism case Tianyu Ying, Lingqiang Zhou, Shahab Pourfakhimi (University of Otago, Zhejiang University)</p>	<p>Macau and Macau Grand Prix - a diamond jubilee: Probably the town's most enduring couple in a love-hate relationship Ubaldo Couto (Institute for Tourism Studies)</p>	<p>The relationship between the lifestyle and activity preferences for wellness travelers Hao Wang, Ching-hua Ho, Jo-hui Lin (National Kaohsiung University of Hospitality and Tourism, National Chiayi University)</p>	<p>Psychosocial job hazards and work-related musculoskeletal disorders: The case of Taiwanese restaurant servers Ching-Hsu Huang, Chun-Lun (Grace) Chien, Yuchin (Jerrrie) Hsieh, WenChin Hsieh, Sevil Sönmex (National Pingtung University of Science and Technology, Shou University, Rochester Institute of Technology, National Kaohsiung University of Hospitality and Tourism, University of Central Florida)</p>	<p>An extended model of Importance-Performance Analysis (IPA) as a benchmarking technique for hotel service quality Nigel Hemmington, Peter B Kim, Cindie Wang (Auckland University of Technology, CQ Mind Education Group)</p>	<p>Duration of advertising effects in the tourism and hospitality industry Rui Qi, David Cárdenas, Brian Mihalik (University of South Carolina)</p>
1:00pm - 2:00pm	Delegates' Lunch & Silent auction, Kawau 1					
	<p>Session: Rangitoto 1 Food and Wine III Food, Menus & Nutrition</p>	<p>Session: Rangitoto 2 Events Management II Impact on Host Communities</p>	<p>Session: Rangitoto 3 Tourism Marketing VI Tourist Behaviours & Characteristics</p>	<p>Session: Kawau 1 Organisational Behaviour IV Generation Y & Students</p>	<p>Session: Kawau 2 Hospitality Management II</p>	<p>Session: Browns Island Strategic Management I Franchise & Performance</p>
	<p>Chair Dr Neha Singh</p>	<p>Chair Dr Alison Booth</p>	<p>Chair Prof Jamie Murphy</p>	<p>Chair Dr Catherine Cheung</p>	<p>Chair Dr Andrew Jenkins</p>	<p>Chair Marcus Pearson</p>
2:00pm - 3:30pm	<p>Organic food in New Zealand: Untouched and untapped Jill Paulston, Lindsay Neill (Auckland University of Technology)</p>	<p>Can hosting festivals help increase the sense of place for residents? Siu-lan (Amy) So, Soey Lei (University of Macau)</p>	<p>Holiday in Cambodia: Exploring the experiences of high school volunteer tourism Sarah Wakeford, Mark Orams (Auckland University of Technology)</p>	<p>Perceived corporate social responsibility and career intention: A study of undergraduate hotel and tourism students in Hong Kong Annis Ko, Simon Chak-keung Wong, Andrew Chan (The Hong Kong Polytechnic University, Technological & Higher Education Institution of Hong Kong)</p>	<p>Developing a star rating system for tourism accommodation providers in Tonga Semisi Taumoepeau, Geoff Penrose, Nicholas Townner (Auckland Institute of Studies)</p>	<p>Franchise knowledge transfer and institutionalisation Levent Altınay, Maureen Brookes (Oxford Brookes University and ICHRIE)</p>
	<p>From seed to plate: The kissing chef and Napa Kitchen Gardens Colin Johnson, Mehmet Ergul, Dan Edmonds-Waters (San Francisco State University)</p>	<p>Impact of sporting events on the broader community Suzanne Histen, Simon Milne (Auckland University of Technology, New Zealand Tourism Research Institute)</p>	<p>Green, price, location, facility or social interaction? An exploration of flashpackers' purchase intention in Taiwan Yevon Yi-Chi Chang, Jing-Fang Yang (Tunghai University)</p>	<p>Hotel managers' perception of Intergens Yi-Fan Tung, Chien Mu Yeh, Shan Ju (Christine) Chi (Tamkang University)</p>	<p>The mediating role of brand positioning on the relationship between hotel brand experience and non-financial brand performance Kuo Ning Liu (Southern Taiwan University of Science and Technology)</p>	<p>Non-equity entry modes in the hotel sector: An examination of the factors prompting the choice between franchising and management contracts Michael Kruesi, Nigel Hemmington, Peter B Kim (Auckland University of Technology)</p>
	<p>Effects of nutritional information on restaurant menus on consumer attitudes and revisit intentions Pravannarat Sunthithammasoot, Dr Sejin Ha, Dr Kiwan Lee (University of Tennessee)</p>	<p>Beach sport event tourism and linkages with physical activity on local residents of Mount Maunganui: Methodological considerations Susana Vega Gomez, Geoff Dickson, Carolyn Deuchar (Auckland University of Technology, New Zealand Tourism Research Institute)</p>	<p>Have dog - will travel: An examination of dog owner travel desires using the model of goal-directed behavior Leila Krier, Hae Jung (Maria) Kim, Bharath Josiam (University of North Texas)</p>	<p>Relationship quality: Does Generation Y care? Cindy Heo (University of Applied Sciences Western Switzerland)</p>	<p>Exploring the relationships among coffee brand image, customer purchase motivation and customer satisfaction Robert Wu, Hsiang-Ping Huang (Jinwen University of Science and Technology)</p>	<p>Exploring the moderated influence of environmental uncertainty on the relationship between organizational capabilities and organizational performance: Making travel agencies in Taiwan as an example Wen-Jung Chang, Da-Chian Hu, Mr Yi-Lung Lin (Shih Chien University, Delin Institute of Technology, National Central University)</p>
	<p>Who will use nutritional information on restaurant menus in South Korea: A cluster segmentation approach Mary Bruce, Young Hoon Kim, Yazhi Zhao, Jiaoyang Sun, Hakeseon Kim, Bharath Josiam (University of North Texas, Kyungsoo University)</p>	<p>The relationship between residents' perceptions of tourism impacts and attitudes toward development of Chinese inbound tourism market in Taiwan Chin-Yu Chen (National Quemoy University)</p>	<p>Identifying sport tourists' characteristics Deborah Breiter, Asli Tasci (University of Central Florida)</p>	<p>Formulation of human resources strategies in the tourism and hospitality industry: Perspectives from Gen-Y's perception on engagement and commitment Loretta Pang, Mandy Mak (The Hong Kong Polytechnic University)</p>	<p>Becoming a social space: How food and drink establishments can build brand communities based on sport teams Dorothy Collins, Bob Heere, Brian Mihalik (University of South Carolina)</p>	<p>What business model is most suitable for a university education and research hotel? Mei Fung Candy Tang, Brian EM King (University of Macau, The Hong Kong Polytechnic University)</p>
	<p>Menu analysis - how deep do I need to dig? Ben Nemeschansky, Peter B Kim, Tania van der Heide (Auckland University of Technology, Southern Cross University)</p>	<p>Residents' perceptions of spring break tourism: The involvement/empowerment perspective Carlos Monterrubio, Daniel Spears, Bharath Josiam, Marianna Strelecka (University of North Texas, Autonomous University of the State of Mexico)</p>	<p>Travel motivations and constraints of wellness travellers in Taiwan Fang-ching Hsu, Ching-hua Ho, Jo-hui Lin (National Kaohsiung University of Hospitality and Tourism, National Chiayi University)</p>	<p>Foodservice in fully residential schools: Productivity and satisfaction Bibon Mahamad Fahmi, Jamaluddin Rosita, Abu Saad Hazizi, Mohd Taib Mohd Nasir (Universiti Putra Malaysia, Universiti Teknologi MARA)</p>	<p>Macroeconomic determinants of hotel market performance: Pattern analysis of time-series data A. J. Singh, Seung Hyun Kim, Robert Mandelbaum, Mark Johnson (Michigan State University, PKF Hospitality Research)</p>	<p>Who I know determines where I go as a tourist B. Monique Brocx (Auckland University of Technology)</p>
3:30pm - 4:00pm	Afternoon tea, Kawau 1					
3:30pm - 4:30pm	Poster presentations chaired by Dr Dominik Huber and Dr Guillaume Tiberghien, Kawau 1					
	<p>Session: Rangitoto 1 Food & Wine IV Food, Dining & Eating</p>	<p>Session: Rangitoto 2 Information Technology</p>	<p>Session: Rangitoto 3 Heritage Tourism</p>		<p>Session: Kawau 2 Sustainability in Hospitality</p>	<p>Session: Browns Island Strategic Management II Planning & Development</p>
	<p>Chair Dr Michael Lueck</p>	<p>Chair Dr Kwanglim Seo</p>	<p>Chair Prof Homer Wu</p>		<p>Chair Dr Claire Liu</p>	<p>Chair Dr Maureen Brookes</p>
4:30pm - 6:00pm	<p>Determinants of dining satisfaction and post-dining behavioral intentions of military personnel Yu-Cheng Su (Tunghai University)</p>	<p>Website evaluation analysis of small- and medium-sized hotels in Malaysia Ayob Faiza (University of Western Sydney)</p>	<p>A comparison between types of heritage tourists in the Bay of Islands, New Zealand and Hong Kong Charles Johnston, Takeyuki Morita (Auckland University of Technology, International Travel College)</p>		<p>Green management, corporate social responsibility and sustainability in hotel industry: A systematic review of research articles from 2010-2014 Rosamarin Arunothaipipat, Jimmy, Chi Yeh Yung, Pearl, Yueh-Hsiu Lin (National Kaohsiung University of Hospitality and Tourism)</p>	<p>Hospitals with hospitality: The adaptation of hospitality management, concepts and training to the management of hospital services - a tri-continental case study Erik Borg, Kjell Ljungbo, Christopher Harris (Södertörn University, Kaplan Higher Education)</p>
	<p>The roles of interpersonal relationship and dining-need satisfaction in CCRC residents' quality of life Ainul Z A Bakar, Chihyung (Michael) Ok (Universiti Putra Malaysia, Temple University)</p>	<p>Optimizing e-commerce marketing strategies for package tours: The influence of option framing theory, trip distance and information richness Cheng-Chung Chen, Cho-Ying Yu, Yu-Hsin Chen, Tsai-Ho Yang, Wan-Ting Shen, Ting-Jyun Lin, Yi-Hsuan Tsai, Tzu-Chiang Chiang (Tunghai University)</p>	<p>Authenticity and disorientation in Kazakhstani tourism encounters Guillaume Tiberghien, Simon Milne (Auckland University of Technology)</p>		<p>A taste of sustainability: How can restaurateurs contribute to sustainability efforts? Aise Kim, Freya Higgins Desbiolles, Gayathri Wijesinghe (University of South Australia)</p>	<p>Earthquake impacts, organizational resilience and recovery of the accommodation/food services sector in Canterbury, New Zealand: A comparative assessment Girish Prayag, Caroline Orcheston (University of Canterbury, University of Otago)</p>
	<p>Korean food diffusion stage of Chinese college students in South Korea Kyung Soo Han, Hyunmi Kim, Hyeon Wook Do (Kyonggi University)</p>	<p>Predicting the adoption of mobile app for visitor environmental learning Jinyang Liu, Jialin (Snow) Wu, Rob Law, Tianting Che (The Hong Kong Polytechnic University, Sun Yat-Sen University)</p>	<p>Tourism versus economic development: The demise of Manila's cultural heritage sites April Joy Dopeño (Far Eastern University Manila)</p>		<p>Green attributes for restaurants: What really matters to the US consumers? Linchi Kwok, Yung-Kuei Huang, Ms Lanlan Hu (California State Polytechnic University Pomona, Tamkang University)</p>	<p>Turning disaster into economic development Sompon Naksetrong (Assumption International University of Thailand)</p>
	<p>Pinterest: Opportunities and challenges for food and eating in society Mhairi Finlayson, Jamie Murphy, Rohan Wills (Australian School of Management, Australian College of Applied Education)</p>	<p>The mechanism of identity construction in a travel-related virtual community: A case study on a Guangzhou couch-surfing community Qiuju Luo, Lingwen Huang (Sun Yat-Sen University)</p>	<p>The socio-economic impact of 'route tourism' in KwaZulu-Natal, South Africa: A case study on the Inanda Heritage Route Richard Wylie (Tourism KwaZulu-Natal)</p>		<p>Sustainable water management in the hotel industry: A preliminary policy network analysis of Singapore Xiao Hu (University of Otago)</p>	<p>Route tourism: A thematic approach to silk route tourism development in India Parikshit Singh Manhas, Parvinder Kour (University of Jammu)</p>
	<p>Digital disruption in the New Zealand wholesale travel sector Helen Andreassen (Auckland University of Technology)</p>	<p>Heritage or hesitate? Preserving authenticity in Hong Kong tourism Chong Ka Leong (Sunway University)</p>			<p>Citation analysis of a classic tourism paper Xia Wang, David B. Weaver, Xiang (Robert) Li, Yingsha Zhang (Nanjing University, Griffith University, University of South Carolina)</p>	<p>The mediation effect of attraction planning on the relationship between motivation and experiential value of theme park visitors - a case study of Lihpao Land in Taiwan Jessica Shiang, Shu-Tai Wang, Kay H. Chu (Tunghai University)</p>
7:00pm - 10:00pm	Gala Dinner and Awards Ceremony, Kawau 1					