

**ORAL PROGRAM**

**FRIDAY, DECEMBER 8, 2017**

<b>18:30-21:30</b>	<i>Rosen Transport Lobby</i>	Shuttle van running a continuous loop from Rosen Shingle Creek Hotel to Rosen College
<b>19:00-21:00</b>	<i>Downstairs Rotunda/ Courtyard</i>	Registration & Welcome Drinks Reception

**SATURDAY, DECEMBER 9, 2017**

<b>08:00-08:45</b>	<i>Rosen Transport Lobby</i>	Shuttle van departs from Rosen Shingle Creek Hotel to Rosen College (Continuous Loop)
<b>08:00-09:00</b>	<i>Downstairs Rotunda</i>	Registration
<b>09:00-09:30</b>	<i>Darden Auditorium</i>	<b>Opening Ceremony</b>

**KEYNOTE SPEAKER (1)**

<b>09:30-10:20</b>	<i>Darden Auditorium</i>	<b>[K01] Chris Castro</b> , Office of Sustainability & Energy, <i>City of Orlando, USA</i> <b>Smart ORL: The Future of Urban Sustainability and Smart Cities in Orlando</b>
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**KEYNOTE SPEAKER (2)**

<b>10:25-11:15</b>	<i>Darden Auditorium</i>	<b>[K02] Olivier Chavy</b> , President & CEO, <i>Mövenpick Hotels &amp; Resorts, Switzerland</i> <b>Global Hospitality Trends: Some Answers</b>
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<b>11:15-11:45</b>	<i>Courtyard &amp; Upstairs Rotunda</i>	<b>Refreshment Break</b>
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**BREAK OUT SESSIONS (1)**

<b>11:45-12:55</b>	<b>Human Resources and Strategic Leadership Development</b>	<b>Education and Training</b>	<b>Consumer Behavior</b>	<b>Social Media, Emerging Technologies, and e-tourism</b>	<b>Financial and Performance Management</b>	<b>Policy, Planning, and Governance</b>	<b>Consumer Behavior</b>
<i>Session Chairs</i>	<i>Valeriya Shapoval</i>	<i>Cynthia Mejia</i>	<i>Robin Back</i>	<i>David Kwun</i>	<i>Elizabeth Yost</i>	<i>Alan Fyall</i>	<i>Youcheng Wang</i>
<b>Rooms</b>	<b>Room 205</b>	<b>Room 206</b>	<b>Room 207</b>	<b>Room 208</b>	<b>Room 209</b>	<b>Room 210</b>	<b>Room 211</b>
<b>11:45-12:05</b>	<b>[O1.01] South African tourism graduates' perceptions of decent work in the Western Cape tourism industry</b> L. Tsangu*, J. Spencer Mr., <i>South Africa</i>	<b>[O2.01] Evaluation of key stakeholders' opinion towards medical tourism education in the United Arab Emirates</b> A. Bankar*, P. Kumar <i>Gulf Medical University, United Arab Emirates</i>	<b>[O3.01] Trust and reputation in the sharing economy: The role of personal photos in Airbnb</b> E. Ert, A. Fleischer*, N. Magen <i>Hebrew University of Jerusalem, Israel</i>	<b>[O4.01] Does SSTs quality influence customers' perceived value in full-service restaurants?</b> M. Farboudi Jaromi*, D.J. Kwun <i>University of Central Florida, USA</i>	<b>[O5.01] Bubbles in the US lodging real estate investment trusts (REITs)</b> F. Almodhaf <i>Kuwait University, Kuwait</i>	<b>[O6.01] Wine tourism in Loire valley (France): The rise of a new form of tourism</b> A. Robert* <sup>1</sup> , J.L. Yengué <sup>2</sup> , L. De Michiel <sup>3</sup> <sup>1</sup> <i>CITERES Research laboratory (CNRS / Tours University), France, </i> <sup>2</sup> <i>RURALITES Research laboratory (Poitiers University),</i>	<b>[O7.01] The influence of income level on business travelers' expectation of hotel service</b> F. Memarzadeh*, S. Anand <i>San Jose State University, USA</i>

						France, <sup>3</sup> Tours University, France	
12:10-12:30	<b>[O1.02] Labour demand flexibility: Do strategy and room capacity matter?</b> F.K. Alemayehu*, S.L. Tveterås <i>University of Stavanger, Norway</i>	<b>[O2.02] Creative collaborations: Academic-industry partnerships in themed entertainment</b> C.A. Baker <sup>1</sup> <sup>1</sup> <i>University of Central Florida, USA, <sup>2</sup>Seminole State College of Florida, USA</i>	<b>[O3.02] The effects of architectural congruence perceptions, as related to local landscape, self-image and brand image, on visitors' emotions and behavioral intentions</b> D. Bufquin*, R. Back, J-Y. Park <i>University of Central Florida, USA</i>	<b>[O4.02] Analyzing spatial patterns of mainland Chinese tourists in Hong Kong: Case study with sina weibo data</b> X. Su*, B. Spierings, M. Dijst <i>Utrecht University, The Netherlands</i>	<b>[O5.02] How women in top executive positions in hospitality firms effect firm performance</b> T. Repetti <i>University of Nevada, Las Vegas, USA</i>	<b>[O6.02] A community branding for ethnic identity and eco-cultural tourism development in Nakhon Phanom Province, Thailand</b> P. Chunhabunyatip <i>Nakhon Phanom University, Thailand</i>	<b>[O7.02] Theme park success and flop factors: A survey of Orlando creative and operations professionals</b> J. Scarinci*, G. Jeffers <i>Southern Utah University, USA</i>
12:35-12:55	<b>[O1.03] An analysis of attitudes towards management during culture shift</b> H.A. Atadil*, A. Green <i>University of West Florida, USA</i>	<b>[O2.03] Building successful knowledge interaction between university and industry - a case study</b> M. McEntee*, U. McMahon-Beattie <i>Ulster University, UK</i>	<b>[O3.03] Customer expectations from service delivery in new era of hospitality: Case of independent cafés in Sheffield, United Kingdom</b> S. Tabari, A. Conneally* <i>Sheffield Hallam University, UK</i>	<b>[O4.03] How do service recovery procedures in hospitality industry vary across Twitter?</b> D.I. Istanbuluoglu <i>University of Birmingham, UK</i>	<b>[O5.03] Multi-factor asset pricing model: Evidence from hotel stocks and lodging REITs</b> F. Almodhaf <i>Kuwait University, Kuwait</i>	<b>[O6.03] Estimating residents' willingness to pay for public beach access</b> A.W. Dixon* <sup>1</sup> , P.J. Holladay <sup>1</sup> , M.C. Nguyen <sup>2</sup> , B.L. Nguyen <sup>2</sup> <sup>1</sup> <i>Troy University, USA, <sup>2</sup>Duy Tan University, Viet Nam</i>	<b>[O7.03] Towards understanding the structure and meaning of 'aggressive hospitality'</b> E. Sorokina*, Y. Wang, L. Cobos <i>University of Central Florida, USA</i>
<b>12:55-14:00</b>	<i>Disney Dining Room &amp; Café</i>		<b>Lunch</b>				
<b>BREAK OUT SESSIONS (2)</b>							
<b>14:05-15:40</b>	<b>Emerging Research Methods</b>	<b>Crisis Management, Risk Management, Safety &amp; Security</b>	<b>Consumer Behavior</b>	<b>Marketing, Branding, and Reputation Management</b>	<b>Competitiveness, Sustainability, and CSR</b>	<b>Contemporary Topics</b>	<b>Consumer Behavior</b>
<i>Session chairs</i>	<i>Faizan Ali</i>	<i>Sevil Sonmez</i>	<i>Jalayer Khalilzadeh</i>	<i>Juhee Kang</i>	<i>Robertico Croes</i>	<i>Diego Bufquin</i>	<i>Marketa Kubickova</i>
<b>Rooms</b>	<b>Room 205</b>	<b>Room 206</b>	<b>Room 207</b>	<b>Room 208</b>	<b>Room 209</b>	<b>Room 210</b>	<b>Room 211</b>
14:05-14:25	<b>[O1.04] Documenting visitation for destinations with</b>	<b>[O2.04] The dynamic of crisis resilience: A case of Florida, U.S.</b>	<b>[O3.04] Understanding the touristic behaviour of the Free and</b>	<b>[O4.04] Examining brand credibility and corporate reputation</b>	<b>[O5.04] Sustainable lodging best management</b>	<b>[O6.04] Enabling bookings cancellation prediction with data</b>	<b>[O7.04] Promoting tourism destination Identity through pre</b>

	<p><b>porous boundaries: A preliminary investigation of emerging methods</b> M.J. Daniels*<sup>1</sup>, R. Vese<sup>1</sup>, L. Harmon<sup>2</sup> <sup>1</sup>George Mason University, USA, <sup>2</sup>Univerity of Wisconsin - La Crosse, USA</p>	<p>I. Cahyanto <i>University of Louisiana at Lafayette, USA</i></p>	<p><b>Independent(FIT) Chinese outbound visitor market within a New Zealand regional context: An exploratory study</b> J. Smiler*, A. Ransfild <i>Wellington Instituite of Technology, New Zealand</i></p>	<p><b>as drivers of brand prestige and pride in luxury cruise industry</b> S.M.C. Loureiro*, I. Gonçalves <i>Instituto Universitário de Lisboa (ISCTE-IUL), Portugal</i></p>	<p><b>practices: A case study of the hotel industry in Utah</b> J. Scarinci*, E. Wilson, T. Shepherd <i>Southern Utah University, USA</i></p>	<p><b>science</b> N. Antonio*<sup>1</sup>, A. Almeida<sup>1,3</sup>, L. Nunes<sup>1,2</sup> <sup>1</sup>ISCTE-IUL, Portugal, <sup>2</sup>Instituto de Telecomunicações, Portugal, <sup>3</sup>CISUC, Portugal</p>	<p><b>and post integrative emotional assessment and design approach</b> P. Movaghati-Nashta*, H. Darabi <i>University of Tehran, Iran</i></p>
14:30-14:50	<p><b>[O1.05] Measuring user experiences (ux) through emotion measurements</b> D. Han, X. Lub* <i>NHTV Breda University of Applied Sciences, The Netherlands</i></p>	<p><b>[O2.05] The significance of gun control laws of Florida on tourist behaviour</b> A.D.A. Tasci <i>University of Central Florida, USA</i></p>	<p><b>[O3.05] The Loyalty model of rural destination: The case study of the Czech Republic</b> K. Ryglova*, I. Rasovska, J. Sacha <i>Mendel University in Brno, Czech Republic</i></p>	<p><b>[O4.05] The role of advertising and sales promotion in building brand prestige, brand love, and passion-driven behavior: Evidence from the Korean foodservice industry</b> M.S. Kim*, S. Stepchenkova <i>University of Florida, USA</i></p>	<p><b>[O5.05] Development of undergraduate tourism and hospitality students' ethics and corporate social responsibility literacy scale</b> J.S. Horng<sup>1</sup>, H. Hsu*<sup>2</sup>, C.Y. Tsai<sup>3</sup> <sup>1</sup>JinWen University of Science &amp; Technology, Taiwan, <sup>2</sup>National Taiwan Normal University, Taiwan, <sup>3</sup>MingDao University, Taiwan</p>	<p><b>[O6.05] Social structure of strategic management research with hospitality industry focus</b> M.A. Koseoglu*<sup>1</sup>, I.C. Dogan<sup>3</sup>, F. Okumus<sup>2</sup>, R. Law<sup>1</sup> <sup>1</sup>Hong Kong Polytechnic University, Hong Kong, <sup>2</sup>University of Central Florida, USA, <sup>3</sup>Yildirim Beyazit University, Turkey</p>	<p><b>[O7.05] Tourist perception and behavioral intention in dark tourism place: A case of the Beichuan earthquake memorial, China</b> T.X. Liu*, L. Cheng, C.Z. Xu <i>Sichuan University, China</i></p>
14:55-15:15	<p><b>[O1.06] Web GIS solution for identifying and analysis business clusters in tourism industry in Romania</b> A. Reveiu <i>Bucharest University of Economic Studies, Romania</i></p>	<p><b>[O2.06] Role of safety and security on destination image of Iran</b> H. Darabi*<sup>1</sup>, A. Vaeziheir<sup>2</sup>, H. Kordani<sup>2</sup>, P. Rasolidehkharghani<sup>2</sup> <sup>1</sup>University of Tehran, Iran, <sup>2</sup>University of Tehran, Iran</p>	<p><b>[O3.06] Studying the relationship between tourist experience and loyalty</b> J.V.S. Meira*, S.J.G. Anjos, P.F. Limberger, L.S. Muller <i>University of Vale do Itajai, Brazil</i></p>	<p><b>[O4.06] The influence of cruisers' brand experience on brand evangelism: A mediation model of brand attachment and brand distinctiveness</b> J. Kang, D.J. Kwun, J. Hahm* <i>University of Central Florida, USA</i></p>	<p><b>[O5.06] Towards an accessible hotel: A case study of Scandic</b> P. Bohdanowicz-Godfrey<sup>1</sup>, P. Zientara<sup>2</sup>, M. Bak*<sup>3</sup> <sup>1</sup>University of Surrey, UK, <sup>2</sup>University of Gdansk, Poland, <sup>3</sup>University of Gdansk, Poland</p>	<p><b>[O6.06] What happens when they visit too often? The relationships among winery tourists' satisfaction, revisit intentions and repeat visits</b> J-Y. Park*, D. Bufquin, R.M. Back <i>University of Central Florida, USA</i></p>	<p><b>[O7.06] A novel multi-group approach to collecting customer feedback</b> C. Bailey*<sup>1</sup>, L. Harris<sup>2</sup>, D. Arnott<sup>1</sup> <sup>1</sup>University of Warwick, UK, <sup>2</sup>University of Birmingham, UK</p>

15:20-15:40	<b>[O1.07] Shift from destination image to competitiveness and experience innovation: Bibliometric analysis of changes in destination management research in the 21st century</b> A. Avila-Robinson, H. Nakamoto, N. Wakabayashi* <i>Kyoto University, Japan</i>	<b>[O2.7] Exploring the spatial variation of food safety violations in the hotel industry: The case of Miami Metropolitan Area</b> Y.J. Lee*, J.W. Kim, L. Pennington-Gray <i>University of Florida, USA</i>	<b>[O3.7] Presuming tourist information: Asking questions on TripAdvisor</b> A. Oriade* <sup>1</sup> , R. Robinson <sup>1</sup> <sup>1</sup> <i>University of Wolverhampton, UK</i> , <sup>2</sup> <i>University of Wolverhampton, UK</i>	<b>[O4.7] Personal values, brand equity and brand loyalty: A structural model proposal for Turkish hotels</b> K. Cinar <i>Necmettin Erbakan University, Turkey</i>	<b>[O5.7] Research on the principal factors and indicators of urban MICE competitiveness from the perspective of supply ---empirical analysis of 17 CMCA membership cities</b> J. Chen*, D. Chen <i>Guangdong University of Finance &amp; Economics, China</i>	<b>[O6.7] Adding breadth and depth to the development concept from a tourism development-quality of life perspective: A case study of selected small islands</b> J.R. Ridderstaat*, R.R. Croes <i>University of Central Florida, USA</i>	<b>[O7.7] A critical review of tourist wellbeing research: Moving from hedonic wellbeing to eudaimonic wellbeing</b> J.B. Yu*, B. Smale <i>University of Waterloo, Canada</i>
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15:40-16:30 Courtyard Refreshment Break & Poster Session 1

**POSTER SESSION (1)**

BOARD: 1A	BOARD: 1B	BOARD: 2A	BOARD: 2B	BOARD: 3A	BOARD: 3B	BOARD: 4A
<b>[P1.01] Promoting consumers' intention to participate in plate waste reduction practices using advertising message framing</b> E.H. Jeong*, Y. Xu, L. Rajagopal <i>Iowa State University, USA</i>	<b>[P1.02] Healthy menu promotion: Investigating the matching effect of future time reference and temporal framed health benefits message</b> E.H. Jeong* <sup>1</sup> , J. Jun <sup>2</sup> , J. Kim <sup>1</sup> <sup>1</sup> <i>Iowa State University, USA</i> , <sup>2</sup> <i>University of Hawaii at Manoa, USA</i>	<b>[P1.03] From Linear economy to circular economy in tourist sector: Research agenda</b> A. Marino*, P. Pariso <i>University of Campania "Luigi Vanvitelli", Italy</i>	<b>[P1.04] Changes in domestic tourism - implications for Indian policy makers</b> K. Mukherjee*, S. Rastogi <i>Indian Institute of Management Indore, India</i>	<b>[P1.05] The role of sharing lodging in building tourism destination resilience: The case of Beijing, China</b> Y-H. Xu*, L. Pennington-Gray <i>University of Florida, Tourism Crisis Management Institution, USA</i>	<b>[P1.06] Destination choice, duration and path prediction of tourists' behaviour in Australia</b> S. Gong*, T.H. Rashidi, S. Jian <i>UNSW, Australia</i>	<b>[P1.07] Can food leverage destination branding?</b> T. Tiago* <sup>1</sup> , F. Tiago <sup>1</sup> , J. Verissimo <sup>2</sup> , S. Costa <sup>1</sup> <sup>1</sup> <i>University of the Azores, Portugal</i> , <sup>2</sup> <i>Lisbon Business School, Portugal</i>
BOARD: 4B	BOARD: 5A	BOARD: 5B	BOARD: 6A	BOARD: 6B	BOARD: 7A	BOARD: 7B
<b>[P1.08] Sustainable Tourism and car sharing practices: New model for visit the cities</b> G. Arcese <sup>1</sup> , R. Merli* <sup>2</sup> , M. Preziosi <sup>2</sup> , M.C. Lucchetti <sup>2</sup> <sup>1</sup> <i>University of Bari Aldo Moro, Italy</i> , <sup>2</sup> <i>Departement of Business</i>	<b>[P1.09] A systematic review of medical tourism research</b> J.E. Kim <sup>1</sup> , S.J. Kim* <sup>2</sup> <sup>1</sup> <i>University of Northern Colorado, USA</i> , <sup>2</sup> <i>University of Kentucky, USA</i>	<b>[P1.10] Wellness tourism identified by geotagged photographs</b> H. Go <sup>1,2</sup> , M. Kang* <sup>1</sup> <sup>1</sup> <i>University of Nebraska-Lincoln, USA, USA</i> , <sup>2</sup> <i>Laboratory of Intelligent Systems of Tourism, USA</i>	<b>[P1.11] Curbing turnover intention: HRM strategies for Istanbul hotels' personnel</b> K. Inelmen*, B. Hatipoglu <i>Bogazici University, Turkey</i>	<b>[P1.12] Presenting a stage model of Meta policy making for tourism development in Iran</b> Y. Kamali <i>Shahid Bahonar University of Kerman, Iran</i>	<b>[P1.13] Does Pre-Hiring Testing Reduce Employee Turnover in the Lodging Industry?</b> D.S. Graebner*, F. Okumus <i>University of Central Florida, USA</i>	<b>[P1.14] Factors Influencing Seniors' Intention to Move to a Continuing Care Retirement Community</b> S. Chaulagain*, F. Okumus <i>University of Central Florida, USA</i>

Studies- RomaTRE University, Italy							
BREAK OUT SESSIONS (3)							
16:30-17:40	Business Models and Operational Practice	Economics and Forecasting	Consumer Behavior	Product, Service, and Experiential Innovation	Marketing, Branding, and Reputation Management	Contemporary Topics	Service Excellence and Service Quality
Session chairs	Murat Kizildag	Elizabeth Yost	Kevin Murphy	Asli Tasci	Alan Fyall	Bendegul Okumus	Leo Jago
Rooms	Room 205	Room 206	Room 207	Room 208	Room 209	Room 210	Room 211
16:30-16:50	<b>[O1.08] The location factors of budget, medium, standard and luxury hotels on the example of hotel enterprises operating in Central Europe in Poland</b> D. Puciato <sup>1</sup> , J. Markiewicz-Patkowska* <sup>2</sup> , P. Olesniewicz <sup>2</sup> , K. Widawski <sup>3</sup> , A. Gawlik <sup>1</sup> , T. Slaby <sup>4</sup> , R. Kasprzak <sup>4</sup> <sup>1</sup> Opole University of Technology, Poland, <sup>2</sup> WSB University in Wroclaw, Poland, <sup>3</sup> University of Wroclaw, Poland, <sup>4</sup> Warsaw School of Economics, Poland	<b>[O2.08] A new network point of view in labour markets in tourism</b> L.C. Lloret Climent, N.S. Nescolarde Selva*, M.M. Mora Mora, S.P. Signes Pont University of Alicante, Spain	<b>[O3.08] Are online review users harder to please? The impact of online hotel reviews on consumer post-purchase evaluations</b> G. Ronzoni*, K. Murphy, M. Hancer University of Central Florida, USA	<b>[O4.08] Determinants of the process innovations in Colombia's tourist enterprises</b> A. Zuñiga-Collazos* <sup>1</sup> , M. Castillo-Palacio <sup>2</sup> , R.A. Tabarquino-Muñoz <sup>3</sup> , M.E. Collazos-Zuñiga <sup>4</sup> <sup>1</sup> Universidad del Cauca, Colombia, <sup>2</sup> Universidad Santiago de Cali, Colombia, <sup>3</sup> Universidad del Valle, Colombia, <sup>4</sup> Fundación Universitaria de Popayán, Colombia	<b>[O5.08] Linking cellar door experiences and wine purchases within an English winery context</b> S. Richardson*, A. Fyall, Y. Wang, N. Hua University of Central Florida, USA	<b>[O6.08] Tourist engagement: The role of place attachment and place authenticity</b> S.M.C. Loureiro* <sup>1</sup> , E.M. Sarmento <sup>2</sup> <sup>1</sup> Instituto Universitário de Lisboa (ISCTE-IUL) and Business Research Unit (BRU/UNIDE), Portugal, <sup>2</sup> University Lusófona and and ESHTE, Portugal	<b>[O7.08] Quality assessment of hotel services on the basis of online guests' reviews: A case study of Romania</b> D. Foris*, M. Popescu, M. Hartescu Universitatea Transilvania, Romania
16:55-17:15	<b>[O1.09] Innovatively supporting the Romanian organic wine tourism. The Concept formulation of the ROVINTIS research project</b> L. Cismaru* <sup>1</sup> ,	<b>[O2.09] The hotel bidding wars: Understanding room rate discounts in opaque pricing channels</b> Y. Yang* <sup>1</sup> , L. Jiang <sup>2</sup> <sup>1</sup> Temple University,	<b>[O3.09] Innovating to engage the gen Y audience - visitor engagement with museum collections during 'lates' events at the national museum of Scotland, UK</b>	<b>[O4.09] Destination tourism and the cultural servicescape</b> L. Hanks* <sup>1</sup> , N. Line <sup>1</sup> , L. Miao <sup>2</sup> , W. Yang <sup>3</sup> , X. Liu <sup>4</sup> <sup>1</sup> Florida State University, USA,	<b>[O5.09] Hospitality services and products needed to attract millennials to purchase</b> C. Slaney, F. Ali* University of South Florida Sarasota Manatee, USA	<b>[O6.09] Medical and fertility tourism experiences of happiness and enhancement</b> F. Kotsi* <sup>1</sup> , C. Kroløkke <sup>1</sup> <sup>1</sup> Zayed University, United Arab Emirates,	<b>[O7.09] The impact of internal service quality on service performance: The moderating role of reciprocity wariness and age</b> X.Y. WU* <sup>1</sup> , K. Dong <sup>2</sup> ,

	R. Iunius <sup>2</sup> , V. Padureanu <sup>1</sup> <sup>1</sup> Transilvania University of Brasov, Romania, <sup>2</sup> École Hotelière de Lausanne, Switzerland	USA, <sup>2</sup> Florida Gulf Coast University, USA	A. Leask*, P. Barron Edinburgh Napier University, UK	<sup>2</sup> Oklahoma State University, USA, <sup>3</sup> California Polytechnic University, Pomona, USA, <sup>4</sup> Purdue University, USA		<sup>2</sup> University of Southern Denmark, Denmark	H. Wu <sup>3</sup> <sup>1</sup> Xiamen University, China, <sup>2</sup> Fudan University, China, <sup>3</sup> Hunan University, China
17:20-17:40	<b>[O1.10] Franchising and family ownership in the hospitality industry: Friends or foes?</b> M. Madanoglu* <sup>1</sup> , E. Memili <sup>2</sup> <sup>1</sup> Florida Atlantic University, USA, <sup>2</sup> University of North Carolina at Greensboro, USA	<b>[O2.10] The connection between markets of tourism demand and tourism-related health spending: The case of the United States</b> J. Ridderstaat* <sup>1</sup> , D. Singh <sup>1</sup> , F. De Mlcco <sup>2</sup> <sup>1</sup> University of Central Florida, USA, <sup>2</sup> University of Delaware, USA	<b>[O3.10] The Importance-satisfaction analysis of a hotel's indoor environmental quality</b> M.R. Kim*, R.F. Cichy, E.S. Lee, S.H. Kim, J.M. Cha <i>Michigan State University, USA</i>	<b>[O4.10] Innovations in experiential services: A Case of peri urban farm tourism in New Delhi, India</b> K. Gill*, M. Daye <i>University of Delhi, India</i>	<b>[O5.10] Impact of tourism in China's small town development</b> L. Yang <i>Western Michigan University, USA</i>	<b>[O6.10] Island tourism research: A literature review</b> C. Oliveira*, A. Brochado, S. Moro <i>ISCTE-IUL, Portugal</i>	<b>[O7.10] The symbolic value of customer compensation for service failures</b> T. Okimoto <sup>1</sup> , S. Berger <sup>2</sup> , S.L.D. Restubog <sup>3</sup> , V.N. Lu* <sup>3</sup> <sup>1</sup> The University of Queensland, Australia, <sup>2</sup> University of Bern, Switzerland, <sup>3</sup> The Australian National University, Australia
17:45-18:30	Rosen College Parking area	Shuttle van departs from Rosen College to Rosen Shingle Creek hotel (Continuous Loop)					
<b>SUNDAY, DECEMBER 10, 2017</b>							
08:00-08:45	Rosen Transport Lobby	Shuttle van departs from Rosen Shingle Creek Hotel to Rosen College (Continuous Loop)					
08:00-09:00	Downstairs Rotunda	Registration					
<b>KEYNOTE SPEAKER (3)</b>							
09:00-09:50	Darden Auditorium	<b>[K03] Bill Davis</b> , President & COO, <i>Universal Orlando Resort, USA</i> <b>Being better than just yourself: Partnership as a business mode</b>					
<b>BREAK OUT SESSIONS (4)</b>							
<b>10:00-11:10</b>	<b>Human Resources &amp; Strategic Leadership Development</b>	<b>Competitiveness, Sustainability, and CSR</b>	<b>Consumer Behavior</b>	<b>Social Media, Emerging Technologies, and e-tourism</b>	<b>Marketing, Branding, and Reputation Management</b>	<b>Contemporary Topics</b>	<b>Policy, Planning, and Governance</b>
<i>Session chairs</i>	<i>Wei Wei</i>	<i>Jill Fjelstul</i>	<i>XiaoXiao Fu</i>	<i>Jeong-Yeol Park</i>	<i>Juhee Kang</i>	<i>Sevil Sonmez</i>	<i>William Ingram</i>
<b>Rooms</b>	<b>Room 205</b>	<b>Room 206</b>	<b>Room 207</b>	<b>Room 208</b>	<b>Room 209</b>	<b>Room 210</b>	<b>Room 211</b>
10:00-10:20	<b>[O1.11] Manager's from "Hell": Perceptions of</b>	<b>[O2.11] Exploring the potentials and pitfalls of electrification for</b>	<b>[O3.11] The influence of eWOM on the intentions to buy tour</b>	<b>[O4.11] When customers turn nasty: Investigating the</b>	<b>[O5.11] Characteristics of tourist segments - Their motivation and</b>	<b>[O6.11] Orlando's street food: How safe are tourists and</b>	<b>[O7.11] The impact of Critical Success Factors (CSF) on business</b>

	<p><b>hospitality employees</b> K. Hight*, T. Gajjar, F. Okumus <i>University of Central Florida, USA</i></p>	<p><b>slow drive tourism in the United States Park System (USPS)</b> A. Templeton*, A.D.A. Tasci, A. Fyall, J. Fjelstul <i>University of Central Florida, USA</i></p>	<p><b>packages in internet sites: A Brazilian case</b> C.A. Alves*, C.J. Stefanini, L.A. da Silva <i>Anhembí Morumbi Universities, Brazil</i></p>	<p><b>relationship between Internet addiction and negative electronic word of mouth</b> A. Israeli*, S. Lee, A. Karpinski <i>Kent State University, USA</i></p>	<p><b>the lifestyle</b> H. Kamata <i>Hitotsubashi University, Japan</i></p>	<p><b>residents?</b> B. Okumus*, S. Sonmez, S.D. Moore, G. Parks <i>University of Central Florida, USA</i></p>	<p><b>excellence in Hospitality and Tourism SMEs: A literature review</b> A.A. Osinaike*<sup>1</sup>, A. Walmsley<sup>1</sup> <sup>1</sup><i>Canterbury Christ Church University, UK,</i> <sup>2</sup><i>Plymouth University, UK</i></p>
10:25-10:45	<p><b>[O1.12] Exploring Vietnamese hotel workers' reading of guests' emotional expressions</b> Q. Nguyen <i>Bournemouth University, UK</i></p>	<p><b>[O2.12] A framework of ethical domains in tourism</b> L. Li*<sup>1</sup>, M. Li<sup>2</sup> <sup>1</sup><i>Bath Spa University, UK,</i> <sup>2</sup><i>Aoliday Pty Ltd, Australia</i></p>	<p><b>[O3.12] Factors resulting in traveler disaffection and misbehavior: A study of airports' physical and social environment</b> F. Ali*<sup>1</sup>, M-J. Gannon<sup>2</sup>, B. Taheri<sup>3</sup> <sup>1</sup><i>University of South Florida Sarasota Manatee, USA,</i> <sup>2</sup><i>University of Strathclyde, UK,</i> <sup>3</sup><i>Heriot-Watt University, UK</i></p>	<p><b>[O4.12] Engagement of social media users in marathon Facebook communities</b> S.B. Park*<sup>1</sup>, K. Park<sup>2</sup>, J.Y. Park<sup>3</sup> <sup>1</sup><i>St. Johns University, USA,</i> <sup>2</sup><i>North Dakota State University, USA,</i> <sup>3</sup><i>University of Central Florida, USA</i></p>	<p><b>[O5.12] Santa gets a new Office: A case-study in using storytelling and service design to redesign a brand anchor</b> X.D. Lub*<sup>1,3</sup>, M.H. Hover<sup>1</sup>, P.P. Tuominen<sup>2</sup>, V. Neveu<sup>1</sup>, G. Maree<sup>1</sup>, F. Ouwens<sup>1</sup>, K. Sievers<sup>2</sup>, M.P. Ascencao<sup>2</sup>, T. Moilanen<sup>2</sup> <sup>1</sup><i>NHTV Breda University of Applied Sciences, The Netherlands,</i> <sup>2</sup><i>Haaga-Helia University of Applied Sciences, Finland,</i> <sup>3</sup><i>VU University, The Netherlands</i></p>	<p><b>[O6.12] Florida winescape attributes and their impact on tourist motivation, decision-making and visit experience</b> R.M. Back*, A.D.A. Tasci <i>University of Central Florida, USA</i></p>	<p><b>[O7.12] Dependency theory and tourism: A contemporary review of its contribution to understanding tourism development</b> J. Wiitala*, T. Gajjar, A. Fyall <i>University of Central Florida, USA</i></p>
10:50-11:10	<p><b>[O1.13] Antecedents of emotional labour and job satisfaction in the hospitality industry</b> V. Shapoval*, A. Pizam <i>University of Central Florida, USA</i></p>	<p><b>[O2.13] Support for future tourism development in Antalya, Turkey: Considering three theories</b> E. Erul*<sup>1</sup>, K.M. Woosnam<sup>2</sup>, D. Styliadis<sup>3</sup>,</p>	<p><b>[O3.13] Medical tourists' risk perceptions- an exploratory study</b> G. Fuchs <i>Ben-Gurion University of the Negev, Israel</i></p>	<p><b>[O4.13] Investigating tourists' and residents' attitudes and perceptions of a Chinese film site</b> X.Y. Zhang*, Y.J. Zhang, C. Ryan <i>Beijing Union University, China</i></p>	<p><b>[O5.13] How many hotels do you see? A case study of dual branding</b> G. Ronzoni*, E. Torres, J. Kang <i>University of Central Florida, USA</i></p>	<p><b>[O6.13] Glass, plastic, can, or bottle? The influence of service vessel on consumer perceptions of taste and willingness to pay</b> M. Orłowski*<sup>1</sup>, S. Lefebvre<sup>2</sup> <sup>1</sup><i>University of Central</i></p>	<p><b>[O7.13] The reality of a legislated \$15 minimum wage on the accommodations industry in Ontario</b> N. Chhinzer <i>University of Guelph, Canada</i></p>

		N.U. Maruyama <sup>4</sup> <sup>1</sup> Texas A&M, USA, <sup>2</sup> University of Georgia, USA, <sup>3</sup> Middlesex University, UK, <sup>4</sup> Takasaki City University, Japan				Florida, USA, <sup>2</sup> Murray State University, USA	
<b>11:10-11:40</b>	<i>Courtyard &amp; Upstairs Rotunda</i>	<b>Refreshment Break</b>					
<b>BREAK OUT SESSIONS (5)</b>							
<b>11:40-12:50</b>	<b>Human Resources and Strategic Leadership Development</b>	<b>Competitiveness, Sustainability, and CSR</b>	<b>Consumer Behavior</b>	<b>Social Media, Emerging Technologies, and e-tourism</b>	<b>Sport Tourism, Festivals &amp; Events, Lodging and MICE Marketing and Management</b>	<b>Contemporary Topics</b>	<b>Policy, Planning, and Governance</b>
<i>Session chairs</i>	<i>Kevin Murphy</i>	<i>Cynthia Mejia</i>	<i>Jorge Ridderstaat</i>	<i>XiaoXiao Fu</i>	<i>Jee Yeon Hahm</i>	<i>Robin Back</i>	<i>Youcheng Wang</i>
<b>Rooms</b>	<b>Room 205</b>	<b>Room 206</b>	<b>Room 207</b>	<b>Room 208</b>	<b>Room 209</b>	<b>Room 210</b>	<b>Room 211</b>
11:40-12:00	<b>[O1.14] Developing a framework for on-the-job coaching (OJC) in the hospitality and restaurant context</b> C.J. Rapp*, K.S. Murphy <i>University of Central Florida, USA</i>	<b>[O2.14] Loss or gain? The role of message framing in hotel guests' recycling behavior</b> L. Grazzini <sup>2</sup> , P. Rodrigo <sup>1</sup> , G. Viglia* <sup>1</sup> <sup>1</sup> University of Portsmouth, UK, <sup>2</sup> University of Florence, Italy	<b>[O3.14] Chinese Millennials are discovering the world: An explorative study of travel motivations</b> C. Geluk <sup>1</sup> , X.D. Lub* <sup>1,2</sup> , V. Neveu <sup>1</sup> , P.P. Tuominen <sup>3</sup> , K. Sievers <sup>3</sup> , M. Hover <sup>1</sup> <sup>1</sup> NHTV University of Applied Sciences, The Netherlands, <sup>2</sup> VU University Amsterdam, The Netherlands, <sup>3</sup> Haaga-Helia University of Applied Sciences, Finland	<b>[O4.14] Mind the gap: Social media tourism challenges</b> F. Tiago, T. Tiago*, S. Faria, J. Couto <i>University of the Azores, Portugal</i>	<b>[O5.14] Residents' and tourists' place attachment at a world heritage site</b> K.M. Woosnam* <sup>1</sup> , K.D. Aleshinloye <sup>2</sup> , M.A. Ribeiro <sup>3</sup> , N.U. Maruyama <sup>4</sup> , S. Moghavvemi <sup>5</sup> , J. Jiang <sup>6</sup> , D. Joo <sup>7</sup> <sup>1</sup> University of Georgia, USA, <sup>2</sup> University of Central Florida, USA, <sup>3</sup> University of Surrey, UK, <sup>4</sup> Takasaki City University of Economics, Japan, <sup>5</sup> University of Malaya, Malaysia, <sup>6</sup> Frostburg State University, USA, <sup>7</sup> Texas A&M University, USA	<b>[O6.14] Performance of the B&amp;B industry for cities and counties in Taiwan: Tourist attraction perspectives</b> C.N. Chiu <i>National Ilan University, Taiwan</i>	<b>[O7.14] Informality tales and the underneath realities of tourism development in four beaches of the Ecuadorian continental coastline</b> J. Gavilanes*, M. Pecot, A. Saenz de Viteri <i>Escuela Superior Politecnica del Litoral, Ecuador</i>



12:05-12:25	<p><b>[O1.15] Job hopping attitude and turnover intention of Gen Y hotel employees: A review and research agenda</b> M.A. Hemdi, M.N.I. Ismail*, M.H. Hanafiah <i>Universiti Teknologi Mara, Malaysia</i></p>	<p><b>[O2.15] Delighting guests through sustainability: Lessons from eco-labelled hotels in Italy</b> R. Merli*<sup>1</sup>, M. Preziosi<sup>1</sup>, G. Arcese<sup>2</sup>, M.C. Lucchetti<sup>1</sup>, A. Acampora<sup>1</sup> <sup>1</sup>Roma Tre University, Italy, <sup>2</sup>University of Bari Aldo Moro, Italy</p>	<p><b>[O3.15] Date line Havana: A cross elasticity demand analysis of free travel to Cuba</b> R.R. Croes*, J.R. Ridderstaat <i>University of Central Florida, USA</i></p>	<p><b>[O4.15] Social media in music tourism: An empirical approach</b> C. Sánchez-Camacho<sup>1</sup>, D. Martín-Consuegra*<sup>1,3</sup>, E. Díaz<sup>1</sup>, P. Fernández<sup>2</sup>, R. Carranza<sup>1</sup> <sup>1</sup>University of Castilla-La Mancha, Spain, <sup>2</sup>University of Basque Country UPV/EHU, Spain, <sup>3</sup>Universidad Autónoma de Chile, Chile</p>	<p><b>[O5.15] Chinese international students' badminton participation in the United States from the lens of social capital theory</b> L. Su <i>University of Florida, USA</i></p>	<p><b>[O6.15] Religious lodging and sustainable development: the case of historic convents in Rome</b> P. Paniccia, S. Baiocco*, L. Leoni <i>University of Rome "Tor Vergata", Italy</i></p>	<p><b>[O7.15] Research on the change of government's role in Chinese tourism industry</b> H. Wang <i>Tourism College, China</i></p>
12:30-12:50	<p><b>[O1.16] Mediating role of resilience and burnout on job stress and health among restaurant employees</b> M. Lei*, L.M. Yang, Q.Q. Hu, H.Z. Chen <i>Beijing International Studies University, China</i></p>	<p><b>[O2.16] Corporate social responsibility helps hotels' ethical culture to raise employees-perceived reputation</b> C.Y. Tsai<sup>1</sup>, H. Hsu*<sup>2</sup>, J.S. Horng<sup>3</sup> <sup>1</sup>MingDao University, Taiwan, <sup>2</sup>National Taiwan Normal University, Taiwan, <sup>3</sup>JinWen University of Science &amp; Technology, Taiwan</p>	<p><b>[O3.16] Immersed in the world of Harry Potter: A case study on the role of (prior) knowledge and on-site storytelling in the tourist experience</b> V.H.B. Neveu*, M.E.J. Hover, X.D. Lub <i>NHTV University of Applied Science, The Netherlands</i></p>	<p><b>[O4.16] What are the main dimensions of a high value airline passenger experience?</b> A. Brochado*, C. Oliveira, F. Brochado, P. Rita <i>ISCTE-IUL, Portugal</i></p>	<p><b>[O5.16] Travel intentions of FIFA's world cup TV viewers to the host country: A Bayesian latent class analysis</b> J. Khalilzadeh*<sup>1</sup>, A. Fyall<sup>1</sup>, S. Tabari<sup>2</sup> <sup>1</sup>University of Central Florida, USA, <sup>2</sup>University of Sheffield, UK</p>	<p><b>[O6.16] Successful transition from farm to resort -strategic change via collective sense making</b> K. Mukherjee*, M. Rautenien <i>Indian Institute of Management, India</i></p>	<p><b>[O7.16] Indicators of tourist and recreational development of suburban areas in Central Europe on the example of lower silesia agglomerations in Poland'</b> P. Olesniewicz<sup>1</sup>, J. Markiewicz-Patkowska<sup>2</sup>, K. Widawski*<sup>3</sup>, M. Soltysik<sup>1</sup> <sup>1</sup>University School of Physical Education in Wroclaw, Poland, <sup>2</sup>WSB University in Wroclaw, Poland, <sup>3</sup>University of Wroclaw, Poland</p>
<b>12:50-13:55</b>	<i>Disney Dining Room &amp; Café</i>	<b>Lunch</b>					
14:00-14:25	<i>Darden Auditorium</i>	<b>STR Presentation &amp; Conference Dinner Announcements</b>					
14:30-15:00	<i>Rosen College Parking area</i>	Motor coaches depart from Rosen College to Rosen Shingle Creek					

16:00	Rosen Transport Lobby	Motor coaches depart from Rosen Shingle Creek to Universal CityWalk™					
17:00-22:00	Universal CityWalk™	Conference Dinner at Jimmy Buffet's® Margaritaville® & Blue Man Group Theater					
22:00	Universal CityWalk™	Motor coaches depart from Universal CityWalk™ to Rosen Shingle Creek					
<b>MONDAY, DECEMBER 11, 2017</b>							
08:00-08:45	Rosen Transport Lobby	Shuttle van departs from Rosen Shingle Creek Hotel to Rosen College (Continuous Loop)					
08:00-09:00	Downstairs Rotunda	Registration					
<b>KEYNOTE SPEAKER (4)</b>							
09:00-09:50	Darden Auditorium	<b>[K04] Terry Jones, Wayblazer, USA</b> TBC					
<b>KEYNOTE SPEAKER (5)</b>							
09:55-10:45	Darden Auditorium	<b>[K05] Claire Bilby, Senior Vice President, Sales and Services, Walt Disney World Resort, USA</b> More magic, more memories, more Disney					
10:45-11:00	Darden Auditorium	Awards Ceremony					
11:00-11:30	Courtyard & Upstairs Rotunda	Refreshment Break					
<b>BREAK OUT SESSIONS (6)</b>							
<b>11:30-12:40</b>	<b>Crisis Management, Risk Management, Safety &amp; Security</b>	<b>Competitiveness, Sustainability, and CSR</b>	<b>Consumer Behavior</b>	<b>Sport Tourism, Festivals &amp; Events, Lodging and MICE Marketing and Management</b>	<b>Policy, Planning, and Governance</b>	<b>Service Excellence and Service Quality</b>	<b>Consumer Behavior</b>
Session Chairs	Jessica Wiitala	Amanda Templeton	David Kwun	Dino Daal	Asli Tasci	Saba Salehi Esfahani	Jeong-Yeol Park
<b>Rooms</b>	<b>Room 205</b>	<b>Room 206</b>	<b>Room 207</b>	<b>Room 208</b>	<b>Room 209</b>	<b>Room 210</b>	<b>Room 211</b>
11:30-11:50	<b>[O1.17] Crisis and disaster in tourism: A contribution towards solving terminological confusion and a proposal for a future research agenda</b> G. Aliperti* <sup>1</sup> , F. Rizzi <sup>1</sup> , M. Hagenlocher <sup>2</sup> , S. Sandholz <sup>2</sup> , M. Garschagen <sup>2</sup> , M. Frey <sup>1</sup> <sup>1</sup> Sant'Anna School of Advanced Studies,	<b>[O2.17] Factors affecting corporate sustainability among Colorado ski resorts: A mixed methods approach</b> P. McGrady* <sup>1</sup> , S. Cottrell <sup>2</sup> <sup>1</sup> Southern Oregon University, USA, <sup>2</sup> Colorado State University, USA	<b>[O3.17] How does destination Facebook page work? an extended TPB model of fan's visit intention</b> X. Leung* <sup>1</sup> , L. Jiang <sup>2</sup> <sup>1</sup> University of North Texas, USA, <sup>2</sup> Florida Gulf Coast University, USA	<b>[O4.17] Development of tourism destination: Exploring the role of destination capabilities</b> R. Sainaghi*, M. De Carlo IULM University, Italy	<b>[O5.17] Destination Management: Grand Bahama Island</b> M. McLeod* <sup>1</sup> , N. Scott <sup>2</sup> <sup>1</sup> University of the West Indies, Jamaica, <sup>2</sup> Griffith University, Australia	<b>[O6.17] Development approach for Thai restaurant business in Nakhon Phanom district towards preparing to AEC</b> P. Nachai Nakhon Phanom University, Thailand	<b>[O7.17] Defining the boundaries of cocreation within a multi-stakeholder service ecosystem</b> R. Pera <sup>3</sup> , G. Viglia* <sup>1</sup> , U. Gretzel <sup>2</sup> <sup>1</sup> University of Portsmouth, UK, <sup>2</sup> University of Southern California, USA, <sup>3</sup> University of Eastern Piedmont, Italy

	<i>Italy, <sup>2</sup>United Nations University (UNU-EHS), Germany</i>						
11:55-12:15	<p><b>[O1.18] The earthquakes' aftermath and emergence of an altered destination: An urban perspective of disrupted tourism economy</b> A. Faisal <i>University of Otago, New Zealand</i></p>	<p><b>[O2.18] Sustainability and coastal tourism in transition: A stakeholders' perspective (examples from Bulgaria's black sea coast)</b> S. Stoyanova-Bozhkova <i>Bournemouth university, UK</i></p>	<p><b>[O3.18] Perspectives on experience in tourism</b> E.S. Rocha<sup>1,2</sup>, F.D.Z. Zucco<sup>1</sup>, S.J.G. dos Anjos*<sup>1</sup> <sup>1</sup><i>University of Vale do Itajaí - UNIVALI, Brazil,</i> <sup>2</sup><i>Federal Institute of Santa Catarina - Camboriu campus, Brazil</i></p>	<p><b>[O4.18] An exploration of economic impact. Research of Poland's meetings industry</b> K. Celuch*, E. Dziejdzic, J. Berbeka <i>Warsaw School of Tourism and Hospitality Management, Poland</i></p>	<p><b>[O5.18] International tourist's arrivals in Africa: Do issues of good governance matter?</b> I. Bentum-Ennin <i>University of Cape Coast, Ghana</i></p>	<p><b>[O6.18] The quality of hospital hospitality services and patients' perception and satisfaction. An exploratory investigation of the HOSPQUAL model at some Egyptian hospitals</b> M. Sayed*<sup>1</sup>, A. Elias<sup>2</sup>, Y. Ibrahim<sup>2</sup>, S. Gamal<sup>2</sup> <sup>1</sup><i>Virginia Tech, USA,</i> <sup>2</sup><i>Helwan University, Egypt</i></p>	<p><b>[O7.18] The effects of Personality: An extension of the theory of planned behavior</b> V.G. Girish <i>The Catholic University of Korea, Republic of Korea</i></p>
12:20-12:40	<p><b>[O1.19] Don't become gator bait: Protecting tourists from the risk of an alligator attack</b> A. Schroeder*<sup>1,2</sup>, L. Pennington-Gray<sup>2</sup>, G. Walters<sup>3</sup> <sup>1</sup><i>University of Hawaii at Manoa, USA,</i> <sup>2</sup><i>University of Florida, USA,</i> <sup>3</sup><i>University of Queensland, Australia</i></p>	<p><b>[O2.19] Modelling tourism destination competitiveness and tourism performance: A secondary data approach</b> M.H. Hanafiah*, M.A. Hemdi, I. Ahmad <i>Universiti Teknologi MARA, Malaysia</i></p>	<p><b>[O3.19] Investigating family cohesion and the influence of travel party composition on resort activities and overall vacation satisfaction</b> A.M. Gregory, X. Fu* <i>University of Central Florida, USA</i></p>	<p><b>[O4.19] The four realms of the carnival experience in small island destinations: The case of Curaçao</b> C. Campagnard*<sup>1</sup>, D. Daal<sup>1</sup>, J. Khalilzadeh<sup>2</sup>, M. Rivera<sup>2</sup> <sup>1</sup><i>Curaçao Tourist Board,</i> <sup>2</sup><i>University of Central Florida, USA</i></p>	<p><b>[O5.19] The relationship between expectations, satisfaction, revisit intentions and WOM within the agro-tourism domain: The case of a developing economy</b> M. Kubickova*, J. Campbell <i>University of South Carolina, USA</i></p>	<p><b>[O6.19] The impact of experience on satisfaction and revisit intention in theme parks: An application of the experience economy</b> S. Lee*, E. Jeong <i>Iowa State University, USA</i></p>	<p><b>[O7.19] Hiding behind the screen: How the medium influences extreme ratings</b> V. Tassiello<sup>1</sup>, G. Viglia*<sup>1</sup> <sup>1</sup><i>Liverpool John Moores University, UK,</i> <sup>2</sup><i>University of Portsmouth, UK</i></p>
12:40-13:45	<i>Disney Dining Room &amp; Café</i>	<b>Lunch</b>					

BREAK OUT SESSIONS (7)							
13:50-15:00	Financial and Performance Management	Contemporary Topics	Consumer Behavior	Sport Tourism, Festivals & Events, Lodging and MICE Marketing and Management	Education and Training	Business Models and Operational Practice	Consumer Behavior
Session Chairs	Jessica Wiitala	Galia Fuchs	Marketa Kubickova	Jee Yeon Hahm	Wei Wei	Bendegul Okumus	Giulio Ronzoni
Rooms	Room 205	Room 206	Room 207	Room 208	Room 209	Room 210	Room 211
13:50-14:10	<b>[O1.20] Hotel performance: Rigor and relevant research topics</b> R. Sainaghi* <sup>1</sup> , P. Phillips <sup>2</sup> , R. Baggio <sup>3</sup> <sup>1</sup> IULM University, Italy, <sup>2</sup> Kent Business School, UK, <sup>3</sup> Bocconi University, Italy	<b>[O2.20] Sexual health education for young tourists</b> L. Berdychevsky <i>University of Illinois at Urbana-Champaign, USA</i>	<b>[O3.20] Experience design and stakeholder management of hospitality services: An exploratory study on senior active living facilities</b> Y. Chao*, S-I. Hou, P-J. Chen <i>University of Central Florida, USA</i>	<b>[O4.20] Tourism motivation, travel risk perception, and intention to attend the 2018 Olympic Games</b> I.J. Cho*, H.J. Gibson <i>Univers, USA</i>	<b>[O5.20] The effects of a personal learning environment on learning outcomes during a study abroad program: A Quasi-ethnographic approach</b> C. Mejia*, W. Wei, Y. Wang <i>University of Central Florida, USA</i>	<b>[O6.20] The determinants and dynamics of critical violations in restaurants' sanitation inspection: The case of Montgomery County, Maryland, USA</b> J. Ridderstaat*, B. Okumus <i>University of Central Florida, USA</i>	<b>[O7.20] How politeness strategy, customer participation influences the co-recovery performance in the long-distance context: Based on the overseas wi-fi rental services in China</b> Y. Zhang*, B.J. Shao <i>Chongqing University, China</i>
14:15-14:35	<b>[O1.21] Optimal overbooking strategy in on-line booking systems</b> T. Saito* <sup>1</sup> , N. Koide <sup>2</sup> , Y. Ichifuji <sup>3</sup> , A. Takahashi <sup>1</sup> <sup>1</sup> University of Tokyo, Japan, <sup>2</sup> Research Organization of Information and systems, Japan, <sup>3</sup> Nagasaki University, Japan	<b>[O2.21] Climate change in tourism research: A lukewarming perspective</b> A. Shani <i>Ben-Gurion University of the Negev, Israel</i>	<b>[O3.21] Factors influencing Kosher food purchase intention: An investigation on non-Jewish customers</b> Q. Yang, E.H. Jeong*, R. Bosselman, S.J. Lee <i>Iowa State University, USA</i>	<b>[O4.21] Queering the ski slopes</b> W.J.L. Coetzee*, X. Liu <i>University of Otago, New Zealand</i>	<b>[O5.21] Experiment versus traditional lecture format teaching methods", A review of teaching methods for hospitality second year degree students and their impact on pass rate</b> T. Marima <i>Anglian Ruskin University, UK</i>	<b>[O6.21] Entrepreneurial orientation and performance in the restaurant industry</b> M. Rodríguez, P. Moreno*, P. Tejada <i>University of Seville, Spain</i>	<b>[O7.21] I cannot write anything bad on Tom! The role of personal closeness on negative reviewing biases</b> R. Pera <sup>2</sup> , G. Viglia* <sup>1</sup> , D. Dalli <sup>3</sup> <sup>1</sup> University of Portsmouth, UK, <sup>2</sup> University of Eastern Piedmont, Italy, <sup>3</sup> University of Pisa, Italy
14:40-15:00	<b>[O1.22] Benchmarking and performance management in the campsites</b>	<b>[O2.22] Stopover destination attractiveness- Qualitative insights</b> F. Kotsi* <sup>1</sup> , S. Pike <sup>1</sup> ,	<b>[O3.22] The profile and behavior of "SMART TOURIST' (Generation Z) in decision making and travelling</b>	<b>[O4.22] Women's participation in snow sport tourism and sense of well-being</b> M. Mirehie*, H. Gibson	<b>[O5.22] Why do I stay or leave? An investigation of career motivators and barriers in the event</b>	<b>[O6.22] Staff workload mismatch and service productivity</b> S.L. Tveteraas* <sup>1</sup> , K.H. Roll <sup>2</sup> , R. Tveteras <sup>1</sup> ,	<b>[O7.22] Food and wine festivals: Does the overall experience affect the visitors' attitude towards the</b>

M. Persic, S. Jankovic*, D. Vlastic, K. Poldrugovac <i>University of Rijeka, Croatia</i>	V. Tossan <sup>1</sup> <sup>1</sup> <i>Zayed University, United Arab Emirates,</i> <sup>2</sup> <i>Queensland University of Technology, Australia,</i> <sup>3</sup> <i>Conservatoire National des Arts et Métiers, France</i>	K. Husein, K. Wiweka, R. Kurniawati* <i>Sahid Institute of Tourism Jakarta, Indonesia</i>	<i>University of Florida, USA</i>	<b>industry</b> J. Sun <sup>1</sup> , W. Chang* <sup>2</sup> , C.L. Wang <sup>3</sup> <sup>1</sup> <i>University of Nevada, Las Vegas, USA,</i> <sup>2</sup> <i>Iowa State University, USA,</i> <sup>3</sup> <i>Shanghai University of International Business and Economics, China</i>	H. Jorgensen <sup>1</sup> <sup>1</sup> <i>University of Stavanger, Norway</i> <sup>2</sup> <i>University College of Southeast Norway, Norway</i>	<b>destination and intention to patron participating vendors?</b> M. Lefrid*, Y. Wang <i>University of Central Florida, USA</i>
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**15:00-15:45** Courtyard Refreshment Break & Poster Session 2

**POSTER SESSION (2)**

BOARD: 1A	BOARD: 1B	BOARD: 2A	BOARD: 2B	BOARD: 3A	BOARD: 3B	BOARD: 4A
<b>[P2.01] Assessing pizza restaurants' Facebook presence: A step forward towards measuring their online image</b> Y.N.M.K. Elsayed <sup>2,3</sup> , M. Hefny* <sup>1,3</sup> , M. Khan <sup>1</sup> , M.N.M. Marghany <sup>3</sup> , A. Radwan <sup>4</sup> <sup>1</sup> <i>Virginia Tech University, USA,</i> <sup>2</sup> <i>Umm Al Qura University, Saudi Arabia,</i> <sup>3</sup> <i>Helwan University, Egypt,</i> <sup>4</sup> <i>Hilton Hotels, Egypt</i>	<b>[P2.02] Hospitality and hostility relations among stakeholders: Influences in the competitiveness of tourist destinations</b> A.F.L. Santos* <sup>1,2</sup> , E.K. Wada <sup>1</sup> <sup>1</sup> <i>Federal Institute of São Paulo, Brazil,</i> <sup>2</sup> <i>Universidade Anhembi Morumbi, Brazil</i>	<b>[P2.03] The cost of food safety in a catering kitchen</b> H.W. Shih*, W.H. Chan, P.J. Chen <i>The Hong Kong Polytechnic University, Hong Kong</i>	<b>[P2.04] Omotenashi and the Brazilian hospitality: From theory to practice at the Japan House in São Paulo - Brazil</b> E.K. Wada <i>Universidade Anhembi Morumbi - Laureate International Universities, Brazil</i>	<b>[P2.05] Contemporary China tourism: Issues, perspectives, and implications</b> H. Xiao <i>The Hong Kong Polytechnic University, China</i>	<b>[P2.06] Influence of the perceived and projected destination image on repeat visits and tourist recommendation. A case study of selected destinations in Mexico and Colombia</b> M. Castillo-Palacio* <sup>1</sup> , E. Guillén-Arguelles <sup>2</sup> , A. Zuñiga-Collazos <sup>3</sup> , G. Perdomo-Charry <sup>4</sup> <sup>1</sup> <i>Universidad Santiago de Cali, Colombia,</i> <sup>2</sup> <i>Instituto Tecnológico de Cancún, Mexico,</i> <sup>3</sup> <i>Universidad San Buenaventura-Cali, Colombia,</i> <sup>4</sup> <i>CEIPA Business School, Colombia</i>	<b>[P2.07] Too Muslim to Fly: Islamophobic discrimination in air travel</b> D. Graebner*, H. Ro <i>University of Central Florida, USA</i>
BOARD: 4B	BOARD: 5A	BOARD: 5B	BOARD: 6A	BOARD: 6B	BOARD: 7A	BOARD: 7B
<b>[P2.08] The need for nutrition education amongst food vendors in Nigerian tertiary institutions</b> J. Ukwuoma	<b>[P2.09] The impact of hotel green service on customer's willingness to pay premium</b> T.W. Tang <sup>1</sup> , M.H. Huang <sup>1</sup> , T.C. Wang* <sup>2</sup> , J.H. Chuan <sup>1</sup>	<b>[P2.10] Using eye-tracking analysis to understand the customer response to a hotel servicescape</b> T.C. Wang* <sup>1</sup> , T.W. Tang <sup>2</sup> ,	<b>[P2.11] The effect of zoonotic infections on the travel and vacation industry</b> S. Ladki*, J. AbdulSamad <i>Lebanese American</i>	<b>[P2.12] The institution involvement of national park concession and its implication for China</b> H. Zhang*, X. Lethto <i>Purdue University, USA</i>	<b>[P2.13] Designing a performance assessment system for green tourism supply chain with evolutionary game theory and balanced</b>	<b>[P2.14] TBC</b>

<p>Akanu Ibiem Federal Polytechnic Ebonyi State, Nigeria</p>	<p><sup>1</sup>Asia University, Taiwan <sup>2</sup>National Cheng Kung University, Taiwan</p>	<p>C.L. Tsai<sup>1</sup>, J.S. Cheng<sup>3</sup>, H.Y. Shih<sup>3</sup> <sup>1</sup>National Cheng Kung University, Taiwan <sup>2</sup>Asia University, Taiwan <sup>3</sup>National Chi Nan University, Taiwan</p>	<p>University, Lebanon</p>		<p><b>scorecard</b> H. Huang, H. Wei* Xamen University, China</p>	
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**BREAK OUT SESSIONS (8)**

15:45-16:55	Innovation, Creativity and Change	Business Models and Service Quality	Consumer Behavior	Sport Tourism, Festivals & Events, Lodging and MICE Marketing and Management	Economics and Forecasting	Social Media, Emerging Technologies, and e-tourism	Consumer Behavior
Session Chairs	Robertico Croes	Kyle Hight	Diego Bufquin	Kayode Aleshinloye	Murat Kizildag	Valeriya Shapoval	Trishna Gajjar
Rooms	Room 205	Room 206	Room 207	Room 208	Room 209	Room 210	Room 211
15:45-16:05	<p><b>[O1.23] Exploring the link between the public house and the influence on communities</b> C. Donnelly*, L. Li Bath Spa University, UK</p>	<p><b>[O2.23] Why Japanese Tourists Won't Come? The Study on the Overturn Strategy for the Tourism Deficit Between Taiwan and Japan</b> H-X. Yu*, K-C. Wang, H. Hiroshi, I. Satomi, Y-S. Li National Taiwan Normal University, Taiwan</p>	<p><b>[O3.23] An analysis of food tourist behavior among unobserved heterogeneous groups</b> P. Zhang*<sup>1</sup>, J.A. Levitt<sup>2</sup>, R.B. DiPietro<sup>2</sup>, F. Meng<sup>2</sup> <sup>1</sup>University of Kentucky, USA, <sup>2</sup>University of South Carolina, USA</p>	<p><b>[O4.23] Milan World Expo 2015: Hospitality operating performance and seasonality effects</b> R. Sainaghi*, A. Mauri IULM University, Italy</p>	<p><b>[O5.23] Ride on the roller-coaster. The impact of dynamic pricing on hotel performance</b> G. Abrate*<sup>1</sup>, G. Viglia<sup>2</sup> <sup>1</sup>University of Piemonte Orientale (UPO), Italy, <sup>2</sup>University of Portsmouth, UK</p>	<p><b>[O6.23] The formation of induced destination image through marketer-generated contents on social media and its effects on the intention to visit: The case of Langkawi Island, Malaysia</b> A.F. Amir*, L. Pennington-Gray University of Florida, USA</p>	<p><b>[O7.23] Understanding hotel location preference of customers</b> L. Masiero<sup>1</sup>, Y. Yang*<sup>2</sup>, R. Qiu<sup>1</sup> <sup>1</sup>The Hong Kong Polytechnic University, Hong Kong, <sup>2</sup>Temple University, USA</p>
16:10-16:30	<p><b>[O1.24] Innovation in restaurant SMEs</b> P. Tejada, P. Moreno*, M.R. Gutiérrez University of Seville, Spain</p>	<p><b>[O2.24] Temporary social capital in tourism: Kindness of strangers or just part of the job?</b> T.D. Glover University of Waterloo, Canada</p>	<p><b>[O3.24] Cruise experience and its contribution to subjective well-being: A case of Chinese tourists</b> J. Lyu*<sup>1</sup>, L. Hu<sup>1</sup>, Z. Mao<sup>2</sup> <sup>1</sup>Zhejiang University,</p>	<p><b>[O4.24] The study of tourism image, tourism attraction, and place attachment - Take fun as the moderator</b> J.H. Wang, Y.Q. Lu, Y.Wu*</p>	<p><b>[O5.24] Conditions for increased fraud risk: A case study by restaurant segment</b> E. Yost University of Central Florida, USA</p>	<p><b>[O6.24] An integrated framework of social media research in hospitality and tourism: Topics, methods, and publication preferences</b></p>	<p><b>[O7.24] Why do travelers use Airbnb again? An integrative approach to understanding travelers' repurchase intention</b> Z. Mao*<sup>1</sup>, J. Lyu<sup>1</sup></p>

			China, <sup>2</sup> California State Polytechnic University, USA	City University of Macau, Macao		X. Leung* <sup>1</sup> , J. Sun <sup>2</sup> , B. Bai <sup>2</sup> <sup>1</sup> University of North Texas, USA, <sup>2</sup> University of Nevada, Las Vegas, USA	<sup>1</sup> California State Polytechnic University, USA, <sup>2</sup> Zhejiang University, China
16:35-16:55	<b>[O1.25] Presenting an alternative framework for analyzing local community participation in Tourism Development</b> L. Daniel*, A.A. Herrera <i>University of Quintana Roo, Mexico</i>	<b>[O2.25] Frontline employee component of service quality and customer retention in budget hotels</b> M.M. Mutisya* <sup>1</sup> , A.R. Garkuwa <sup>1</sup> <sup>1</sup> Kenyatta University, Kenya, <sup>2</sup> Federal Polytechnic, Nigeria	<b>[O3.25] Motivations and constraints of Airbnb customers: Insights from a mixed-methods study</b> K.K.F. So*, H. Oh, S. Min <i>University of South Carolina, USA</i>	<b>[O4.25] TBD</b>	<b>[O5.25] Assessment of Incorporating entrepreneurship into hospitality and tourism management higher education</b> P. Chen <sup>1</sup> , E. Brucker <sup>2</sup> , R. Macy* <sup>1</sup> , G. Lelo de Larrea <sup>1</sup> <sup>1</sup> University of Central Florida, USA, <sup>2</sup> Salzburg University of Applied Sciences, Austria, <sup>3</sup> University of Central Florida, USA, <sup>4</sup> University of Central Florida, USA	<b>[O6.25] Measuring smartness of a destination: A conceptual framework</b> H. Olya <sup>1</sup> , P. Chen <sup>2</sup> , E. Shih* <sup>3</sup> <sup>1</sup> Oxford Brookes University, UK, <sup>2</sup> University of Central Florida, USA, <sup>3</sup> Hong Kong Polytechnic University, Hong Kong	<b>[O7.25] Understanding consumption behavior to promote locally grown fresh produce farms and agritourism</b> P. Illukpitiya*, P. Khanal <i>Tennessee State University, USA</i>
<b>17:00-17:15</b>	<i>Darden Auditorium</i>	<b>Closing Ceremony</b>					
<b>17:15-19:00</b>	<i>Courtyard</i>	<b>Farewell Function</b>					
<b>17:15-19:30</b>	<i>Rosen College Parking area</i>	Shuttle van runs continuous loop from Rosen College to Rosen Shingle Creek Hotel					