

TUESDAY 15 DECEMBER 2015

18:30-18:45	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek to Rosen College
19:00-21:00	Downstairs Rotunda/ Courtyard	Registration & Welcome Drinks Reception
21:00-21:30	Rosen College Parking area	Buses depart from Rosen College to Rosen Shingle Creek

WEDNESDAY 16 DECEMBER 2015

08:00-08:45	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek Hotel to Rosen College
08:00-09:00	Downstairs Rotunda	Registration – Rosen College of Hospitality Management
08:00-09:00	Courtyard	Welcome refreshments at Rosen College of Hospitality Management
09:00-09:45	Darden Auditorium	Opening Ceremony

KEYNOTE SPEAKER (1)

09:45-10:35	Darden Auditorium	Christopher L. Thompson , President & CEO, <i>Brand USA</i>
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KEYNOTE SPEAKER (2)

10:40-11:30	Darden Auditorium	Luis del Olmo , Chairman, <i>Idiso Hotel Distribution, Spain</i>
11:30-12:00	Courtyard/Top Rotunda	Refreshment Break & Poster Session 1

POSTER SESSION (1)

BOARD: 1 A	BOARD: 1 B	BOARD: 2 A	BOARD: 2 B	BOARD: 3 A	BOARD: 3 B	BOARD: 4 A	BOARD: 4 B	BOARD: 5 A	BOARD: 5 B	BOARD: 6 A	BOARD: 6 B
<p>[P1.01] The effects of improving coastal park attributes on the recreation demand - A case study in Dalian China E. Wang[*], J. Wei¹, Y. Yu¹, ¹Dalian University of Technology, China, ²Liaoning University of International Business and Economics, China</p>	<p>[P1.02] Analysis on the tourist expenditure in the theme park - A perspective of modelling and methodology M. Zhang^{*1}, X.H. Zhang^{1,2}, M.F. Zhu¹, ¹Jinan University, China, ²Zhuhai Vocational School, China</p>	<p>[P1.03] The impact of sensory experiences on consumer consumption behaviour: An evaluation of the hotel spas industry in China L.I. Chen, Oxford Brookes University, UK</p>	<p>[P1.04] Chinese outbound tourism in Europe: An analysis of tourist travel motivations A. Lojo[*], G. Canoves, <i>Autonomous University of Barcelona, Spain</i></p>	<p>[P1.05] The charming of framing - It makes low environmental concern people more conservative M. Chien-Jung Huang¹, Y-H. Cheng², S-C. huang^{3*}, L-C. Lu³, ¹Aletheia University, Taiwan, ²Taiwan National Taichung University of Education, Taiwan, ³National Chung Cheng University, Taiwan</p>	<p>[P1.06] Travel/tourism related economic analysis for Garrett County, Maryland J.Y. Deng[*], S. Selin, K. Gazal, <i>West Virginia University, USA</i></p>	<p>[P1.07] Destination management : A participatory approach of ecotourism development in the province of Tungurahua, Ecuador J.J. Martí^{2,1}, D.F. Melo^{*1}, O.A. Abril¹, ¹Universidad Técnica de Ambato, Ecuador, ²SENESCYT, Ecuador</p>	<p>[P1.08] Developing multi-channel customer relationship management strategy for hotel operation S. Kefalas, <i>Cyprus Ministry of Education and Culture, Cyprus</i></p>	<p>[P1.09] Institutionalized performance practices in Dutch hotel management schools M.D. Brinkman-Staneva¹, ¹NHTV University of Applied Sciences, The Netherlands, ²Tilburg University, The Netherlands</p>	<p>[P1.10] Linking the concepts of service experiences and service expectations E. Sorokina[*], D. Severt, R. Croes, <i>University of Central Florida, USA</i></p>	<p>[P1.11] Engaging student learning through industry project: Course subject knowledge or career preparation? P. Chen[*], W. Taurer, S. Steppat, E. Bruker, M. Kondrup, <i>Salzburg University of Applied Sciences, Austria</i></p>	<p>[P1.12] The globalization of hospitality program: Recruiting international students A. Wang[*], E. Choi, C. Carol, <i>University of Memphis, USA</i></p>

BREAK OUT SESSIONS (1)

	COMPETITIVENESS/ SUSTAINABILITY/CSR	COMPETITIVENESS/ SUSTAINABILITY/CSR	ECONOMICS & FORECASTING	INNOVATION & CREATIVITY	MARKETING & BRANDING	FESTIVALS & EVENTS	OTHER
	SESSION CHAIR: R. Sharply	SESSION CHAIR: S. Sonmez	SESSION CHAIR: N. Hua	SESSION CHAIR: A. Ozturk	SESSION CHAIR: F. Okumus	SESSION CHAIR: A. Fyall	SESSION CHAIR: L. Altinay
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211	ROOM 210
12:00-12:20	[O1.01] Hosting parents, carers and children P. Lugosi* ¹ , R.N.S. Robinson ² , M. Golubovskaya ² , ¹ Oxford Brookes University, UK, ² University of Queensland, Australia	[O2.01] Destination image and perceived risk J.M. Chapuis, <i>University Paris 1, Pantheon-Sorbonne, France</i>	[O3.01] Is tourism able to drive the Spanish economy out of recession? A dynamic general equilibrium perspective using search-match theory A. Liu*, H. Song, <i>The Hong Kong Polytechnic University, Hong Kong</i>	[O4.01] Storytelling and experience of fairy tales at theme parks: Creative processes and cultural heritage at theme park the Efteling M.E.J. Hover, <i>NHTV Breda University for Higher Education, The Netherlands</i>	[O5.01] Effectiveness of casino marketing strategies on behavioral outcomes C. Prentice, <i>Swinburne University of Technology, Australia</i>	[O6.01] On your bike: Exploring cycle tourism experiences R. Shipway* ¹ , K. King ¹ , I.S. Lee ² , G. Brown ² , ¹ Bournemouth University, UK, ² University of South Australia, Australia	[O7.01] A proposed study of Pinterest diffusion by hospitality and tourism organizations M. Finlayson ¹ , J. Murphy ^{1*} , T. Clarke ² , <i>Australian School of Management, Australia,</i> ² James Madison University, USA
12:25-12:45	[O1.02] Corporate social responsibility and social marketing: A study on business to strengthen tourism H. Pozo*, E.K. Wada, S.L.A. Moretti, <i>Universidade Anhembi Morumbi, Brazil</i>	[O2.02] How negative incidents affect overall destination evaluation: Case of New River Gorge, WV K. Maumbe*, J. Deng, <i>West Virginia University, USA</i>	[O3.02] When distinction apparently does not pay off: Investigating the determinants of European agritourism prices G. Abrate ¹ , G. Viglia* ² , G. Fraquelli ¹ , ¹ University of Piemonte Orientale, Italy, ² Bournemouth University, UK	[O4.02] Building the future hotel with Lego® Serious Play™ P.P. Tuominen, <i>Haaga-Helia University of Applied Sciences, Finland</i>	[O5.02] I am so cool! Capturing the core essence of the cool boutique hotel S.M.C. Loureiro* ¹ , R. Lopes ² , ¹ Instituto Universitário de Lisboa (ISCTE-IUL), Portugal, ² Instituto Universitário de Lisboa (ISCTE-IUL), Portugal	[O6.02] The role of events in sustaining the nation branding momentum of a sport mega-event B. Knott* ¹ , A. Fyall ² , I. Jones ³ , ¹ Cape Peninsula University of Technology, South Africa, ² University of Central Florida, USA, ³ Bournemouth University, UK	[O7.02] Institutional interaction in rural tourism development in China Y.Wang, <i>University of Nottingham Ningbo, China</i>
12:50-13:10	[O1.03] Role of snow conditions and snowmaking for overnight stays in cross-country skiing areas E. Hagsten*, M. Falk, <i>University of Stockholm, Sweden</i>	[O2.03] Modeling precursors of impulsive tourism shopping F. Meng*, P. Zhang, H. Li, <i>University of South Carolina, USA</i>	[O3.03] Economic development and regional inequality in China: What role does tourism play? H. Li ¹ , J.L. Chen ² , G. Li* ² , ¹ University of South Carolina, USA, ² University of Surrey, UK	[O4.03] Analysis of factors determining Colombia's tourist enterprises organizational innovations A. Zuñiga-Collazos* ¹ , M. Castillo-Palacio ¹ , R.S. Batista-Canino ² , S. Melián-Gonzales ² , ¹ Universidad de Medellin, Colombia, ² Universidad de Las Palmas de Gran Canaria, Spain	[O5.03] Destination marketing and visitor experiences: Their influence on positive word-of-mouth Y. Jiang*, H.R. Ramkissoon, <i>Monash University, Australia</i>	[O6.03] A new era for ski jumping at Planica N. Slak Valek* ¹ , M. Lesjak ² , E.P. Axelsson ² , ¹ Zayed University, United Arab Emirates, ² University of Primorska, Slovenia	[O7.03] Understanding tourism supply chain companies' use of forecasting support systems: the case of Hong Kong X. Zhang, H.Song*, <i>The Hong Kong Polytechnic University, Hong Kong</i>

13:15-14:15	Disney Dining Room & Café		Lunch				
BREAK OUT SESSIONS (2)							
	COMPETITIVENESS/ SUSTAINABILITY/CSR	COMPETITIVENESS/ SUSTAINABILITY/CSR	ECONOMICS & FORECASTING	INNOVATION & CREATIVITY	MARKETING & BRANDING	POLICY/PLANNING/ GOVERNANCE	OTHER
	SESSION CHAIR: R. Sharply	SESSION CHAIR: C. Mejia	SESSION CHAIR: P. Lugosi	SESSION CHAIR: H.R. Ramkissoon	SESSION CHAIR: B. Knott	SESSION CHAIR: H. Song	SESSION CHAIR: L. Altinay
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211	ROOM 210
14:15-14:35	<p>[O1.04] Implementation of responsible practices in hospitality industry: What is the performance and what are the benefits for hotel managers? B. Prud'homme*, S. Deschênes, V. Koffi, <i>Université de Moncton, Canada</i></p>	<p>[O2.04] Tourist photography and the (Chinese) tourist gaze M. Li, R. Sharpley*, S. Gammon, <i>University of Central Lancashire, UK</i></p>	<p>[O3.04] The assessment of challenges and opportunities in Austrian hospitality and tourism education E. Brucker, P. Chen*, <i>University of Central Florida, USA</i></p>	<p>[O4.04] Hospitality and innovation: Corporate events on board A.C.V. Vilkas, C.K. Wolff, E.K. Wada*, <i>Universidade Anhembi Morumbi, Brazil</i></p>	<p>[O5.04] Antecedents of place identity - The role of stakeholder involvement and place attachment H. Kroger*, P. Megicks, S. Agarwal, M. Leenders, <i>Plymouth University, UK</i></p>	<p>[O6.04] Comparison of multi-stakeholder perception of tourism sustainability in Goa K.B. Subhash¹, D. Carmelita¹, K. Kaus-tubh¹, K. Weier-mair², L. Chang³, F. Zimmer-mann⁴, ¹Goa University, India, ²Innsbruck University, Austria, ³Taiwan Hospitality and Tourism College, Taiwan, ⁴University of Graz, Austria</p>	<p>[O7.04] MOOC Camp: Investigating a blended learning model J. Murphy¹, D. Olaru², L. Horton-Tognazzini¹, ¹Australian School of Management, Australia, ²University of Western Australia, Australia</p>
14:40-15:00	<p>[O1.05] Renewable energy potential use by hotels in Cancun in the Mexican Caribbean E. Guillen-Arguelles*, A.M. Valenzuela-Muñiz, E.M. Carballo-Guillen, B. Escobar-Morales, J.Y. Verde-Gómez, <i>Instituto Tecnológico de Cancun, Mexico</i></p>	<p>[O2.05] Determinants of satisfaction and future intention to use peer-to-peer accommodation I.P. Tussyadiah, <i>Washington State University, USA</i></p>	<p>[O3.05] Determinants of international tourism demand: The case of the Philippines W.S. Manuela Jr.*¹, M.J. de Vera¹, ¹Ateneo de Manila University, The Philippines, ²Asian Institute of Management, The Philippines</p>	<p>[O4.05] The role of technology in the construction of new tourism experiences R. Guerrero-Rodríguez, <i>Universidad de Guanajuato, Mexico</i></p>	<p>[O5.05] Fifteen years of destination branding research: Mapping a propulsive area of study J. Mikulic*¹, M. Dabic¹,², D. Prebezac¹, ¹University of Zagreb, Croatia, ²Nottingham Trent University, UK</p>	<p>[O6.05] The symbolic world of informal tourism entrepreneurs in Thailand: Stuck between two worlds E. Cakmak, <i>NHTV Breda University of Applied Sciences, The Netherlands</i></p>	<p>[O7.05] Innovation in social entrepreneurship: A case study of Nepal P. Chen, <i>University of Central Florida, USA</i></p>

15:05-15:25	[O1.06] Food waste in the UAE hospitality sector: Addressing front of house losses S.I. Pirani*, H.A. Arafat, <i>Masdar Institute of Science and Technology, United Arab Emirates</i>	[O2.06] Understanding Chinese tourists' mobile social media using experiences in outbound destinations Y. Zhang, S. Huang*, I.S. Lee, <i>University of South Australia, Australia</i>	[O3.06] Factors influencing failure of Swedish accommodation establishments M. Falk, E. Hagsten*, <i>Austrian Institute of Economic Research, Austria</i>	[O4.06] Destination partnerships during the great recession F.J. Zach, <i>Washington State University, USA</i>	[O5.06] Multichannel shopping in the hospitality industry: Understanding consumers' channel choices in emerging markets A. Mahrous ² , S. Hassan* ¹ , ¹ <i>George Washington University, USA</i> , ² <i>Cairo University, Egypt</i>	[O6.06] Analysis of community based tourism in Yunguilla Community J.L. Quintero Santos*, F.J. Mena Galárraga, X.L. Aguirre Ulloa, <i>Universidad Tecnológica Equinoccial, Ecuador</i>	[O7.06] Applying the risk-as-feelings hypothesis to tourism: An examination of the influence of perceived comfort and perceived safety on interest in visiting different MENA region destinations A. Schroeder* ¹ , S. Yilmaz ¹ , B. Liu ¹ , L. Pennington-Gray ¹ , S.A.D. Farajat ² , ¹ <i>University of Florida, USA</i> , ² <i>University of Jordan, Jordan</i>
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15:30-16:00 Courtyard/Top Rotunda Refreshment Break & Poster Session 2

POSTER SESSION (2)

BOARD: 1 A	BOARD: 1 B	BOARD: 2 A	BOARD: 2 B	BOARD: 3 A	BOARD: 3 B	BOARD: 4 A	BOARD: 4 B	BOARD: 5 A	BOARD: 5 B	BOARD: 6 A	BOARD: 6 B
[P2.01] The moderating effect of service scripts on the relationship between emotional intelligence and job performance in an inbound call center setting D.S. Graebner*, J-E. Lee, <i>UCF Rosen College of</i>	[P2.02] Environmental impact assessment of Nigeria's tourism: A longitudinal analysis A.P. Eyisi, P.U.C. Dieke*, <i>University of Nigeria, Nigeria</i>	[P2.03] Investigating leader behavior impacts on subordinate work team identification M. Brenner*, R. Robinson, D. Solnet, <i>The University of Queensland, Australia</i>	[P2.04] Abusive supervision and subordinate s' turnover intention in the hospitality industry: The mediating role of emotional exhaustion and the moderating role of positive psychological capital	[P2.05] Sustainable destination: Social exchange and trust A. Sebby, <i>The University of Tennessee, USA</i>		[P2.07] Hospitality and social marketing: A study to strengthen the tourism in a small city H. Pozo* ¹ , T. Tachizawa ² , S.L.A. Moretti ¹ , ¹ <i>Universidad e Anhembi Morumbi, Brazil</i> , ² <i>Faculdade Campo Limpo Paulista,</i>	[P2.08] How is host-guest encounters related to mental border? Q. Zhang* ¹ , B. Spierings ¹ , W. Breitung ¹ , ¹ <i>Utrecht University, The Netherlands</i> , ² <i>Xi-an Jiaotong-Liverpool University, China</i>	[P2.09] An investigation of the strategic enterprise risk management, crisis communication and preparedness A.A. Camillo* ¹ , I.C. Camillo ² , A. Presenza ³ , F. Di Virgilio ⁴ , ¹ <i>Woodbury University, USA</i> , ² <i>Brock University, Canada</i> ,	[P2.10] Big data & restaurant table assignment: exploring the practical and ethical considerations B. Richard*, M. Orłowski, <i>University of Central Florida, USA</i>	[P2.11] Timeshare plan termination clauses: A content analysis of governing documents J. Weinland* ¹ , S. Smith ² , J. Demas ³ , ¹ <i>Rosen College of Hospitality Management, USA</i> , ² <i>University of South Carolina,</i>	[P2.12] The re-positioning of an emirate: Perceptions of Dubai brand image F. Kotsi, <i>Zayed University, United Arab Emirates</i>

Hospitality Management, USA		J.Q. Cao*, K.W. Chan, University of Macau, Macao		Brazil		³ University G. 'Annunzio, Chieti-Pescara, ⁴ University of Molise		USA, ³ University of San Diego, USA	
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BREAK OUT SESSIONS (3)

	COMPETITIVENESS/ SUSTAINABILITY/CSR	COMPETITIVENESS/ SUSTAINABILITY/CSR	ECONOMICS & FORECASTING	THEMEPARKS & CONVENTIONS	FINANCIAL & PERFORMANCE MANAGEMENT	FESTIVALS & EVENTS
	SESSION CHAIR: K. Semrad	SESSION CHAIR: F. Okumus	SESSION CHAIR: C. Mejia	SESSION CHAIR: W. Wei	SESSION CHAIR: P. Lugosi	SESSION CHAIR: D. Bufquin
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211
16:00-16:20	[O1.07] Perceptions of tourism development in appalachian forest heritage area: A comparison between stakeholders J. Deng*, D. McGill, D. Arbogast, <i>West Virginia University, USA</i>	[O2.07] How can small hospitality businesses facilitate the social connectedness of the elderly and help them overcome their loneliness? L. Altinay* ¹ , H. Song ² , ¹ <i>Oxford Brookes University, UK</i> , ² <i>The Hong Kong Polytechnic University, Hong Kong</i>	[O3.07] Determinants of the debt to equity ratio of ski lift companies M. Falk*, R. Steiger, <i>Austrian Institute of Economic Research, Austria</i>	[O4.07] The new park visitation paradigm: Complementing management and monitoring with motivation and mobilization D.B. Weaver*, L.J. Lawton, <i>Griffith University, Australia</i>	[O5.07] Diving into social media: Redbull cliff diving in Facebook and Instagram F. Tiago, S.D. Faria, J.P. Couto, T.B. Tiago*, <i>University of the Azores, Portugal</i>	[O6.07] The comparison model of marketing tools used by global destination marketing organisations K.C. Celuch ¹ , ¹ <i>Warsaw School of Tourism and Hospitality Management, Poland</i> , ² <i>San Diego State University, USA</i>
16:25-16:45	[O1.08] Dark tourism, community and transitory space J.S. Podoshen* ¹ , S. Andrzejewski ² , V. Venkatesh ³ , J. Wallin ⁴ , ¹ <i>Franklin and Marshall College, USA</i> , ² <i>Cal State Channel Islands, USA</i> , ³ <i>Concordia University, Canada</i> , ⁴ <i>University of Alberta, Canada</i>	[O2.08] Discovering Millennials travelers: evidences in Europe J.P. Couto, F. Tiago, T.B. Tiago*, S. Faria, <i>University of the Azores, Portugal</i>	[O3.08] Productivity dispersion during the financial crises in the Italian hospitality sector G. Abrate ² , A. Poggi* ¹ , ¹ <i>University of Milan Bicocca, Italy</i> , ² <i>University of Piemonte Orientale, Italy</i>	[O4.08] Value co-creation processes in stakeholder ecosystems: The Expo 2015 event R. Pera ¹ , G. Viglia* ¹ , ¹ <i>University of Piemonte Orientale, Italy</i> , ² <i>Bournemouth University, UK</i>	[O5.08] The influence of social media reviews and operating efficiency metrics on restaurant performance: The effect of excellence award as a moderator W. Kim, <i>Florida State University, USA</i>	[O6.08] Impacts of the world cup FIFA in brazilian resorts B. Hansing*, A.C. Bonfato, <i>Centro Universitário SENAC, Brazil</i>
16:50-17:10	[O1.09] Dynamism of attitudinal and behavioral outcomes by variety-seeking traits: A case of Chinese tourists S. Choi ¹ , Y.T. Lu* ² , L.A. Cai ³ , ¹ <i>Institute for Tourism Studies, Macao</i> ,	[O2.09] Wellness tourism: Determinants of incremental enhancement in tourists' quality of life S. Hosany, S. Deesilatham*, <i>Royal Holloway University of</i>	[O3.09] Poverty and sector growth in CAFTA-DR: Is tourism the answer? M.A. Vanegas Sr*, R.R. Croes, <i>University of Minnesota, United States</i> <i>Minor Outlying Islands</i>	[O4.09] Orlando theme parks: Preparing for Chinese guests? J. Scarinci* ¹ , G. Jeffers* ¹ , ¹ <i>Southern Utah University, USA</i> , ² <i>Themed Entertainment Association, USA</i>	[O5.09] Hotel business development strategies and performance: The case of Lisbon City N. Gustavo* ¹ , S. Borges ² , ¹ <i>Estoril Higher Institute for Tourism and Hotel Studies (ESHTE), Portugal</i> ,	[O6.09] Residents perception towards film tourism in Goa: A multi-logit analysis K. Kamat ¹ , K.B. Subhash ¹ , M. Scaglione* ² , D. Carmelita ¹ , K. Weiermair ³ , ¹ <i>Goa</i>

	² University of Kentucky, USA, ³ Purdue University, USA	London, UK				² Lusofona University of Humanities and Technologies (ULHT), Portugal	University, India, ² University of Applied Sciences, Switzerland, ³ University of Innsbruck, Austria			
17:15	Rosen College Parking area	Buses depart from Rosen College to Rosen Shingle Creek – Basketball Spectators								
17:45	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek to Basketball (separate ticket required -\$60)								
17:15	Rosen College Parking area	Buses depart from Rosen College to Rosen Shingle Creek								
19:00	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek to Orlando Eye (separate ticket required - \$55)								
22:00	Orlando Eye	Buses depart from Orlando Eye to Rosen Shingle Creek								
23:00	Basketball	Buses depart from Basketball to Rosen Shingle Creek								
THURSDAY 17 DECEMBER 2015										
08:00-08:45	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek Hotel to Rosen College								
08:00-09:00	Downstairs Rotunda	Registration – Rosen College of Hospitality Management								
08:00-09:00	Courtyard	Welcome refreshments at Rosen College of Hospitality Management								
KEYNOTE SPEAKER (3)										
09:00-09:50	Darden Auditorium	Lee Kitchen , Global Creativity & Innovation Manager, The Walt Disney Company, USA								
KEYNOTE SPEAKER (4)										
09:50-10:50	Darden Auditorium	Rafat Ali , CEO/Founder, Skift USA								
11:00-11:30	Courtyard/Top Rotunda	Refreshment Break & Poster Session 3								
POSTER SESSION (3)										
BOARD: 1 A	BOARD: 1 B	BOARD: 2 A	BOARD: 2 B	BOARD: 3 A	BOARD: 3 B	BOARD: 4 A	BOARD: 4 B	BOARD: 5 A	BOARD: 5 B	BOARD: 6 A
[P3.01] Study on tourism industry supply of node-city influenced by high-speed railway — A case study of xi'an Q. YU, Shanghai Normal University, China	[P3.02] Sustainable innovations in the accommodation sector. The dynamic development of the emergent "Albergo Diffuso" (Diffused Hotel) in Italy A. Presenza ¹ , A.A. Camillo ^{*3} , I.C. Camillo ² , ¹ University G. D'Annunzio Chieti –	[P3.03] The effectiveness of strategic environmental assessment in the Chinese tourism industry W. Ren, Oxford Brookes University, UK	[P3.04] Institutional framework for tourism: A critique of Nigeria Tourism Development Corporation (NTDC) J.K. Ugwuanyi, C.S. Agu, P.U.C. Dieke*, University of Nigeria, Nigeria	[P3.05] Analysis of coupling relationship between tourism and the ecological environment in a Coastal city, Lianyungang, China X. Wu ^{*1,2} , J. Li ¹ , ¹ Nanjing University, China, ² Huaiyin Normal University, China	[P3.06] Effects of mega sporting events on country image as tourism destination: A case of the 2014 Winter Olympics Y. Kim*, S. Kim, Kutztown University of Pennsylvania, USA	[P3.07] Strategically utilizing destination marketing organizations for the sustainability of cultural events A. Sebby, The University of Tennessee, USA	[P3.08] Assessing the impact of business cycles on the operating efficiency of lodging firms D. Singh, Rosen College UCF, USA	[P3.09] Dispersion in levered equity returns when trading on equity exists M. Kizildag, Rosen College of Hospitality Management, University of Central Florida, USA		[P3.11] Social impacts of sporting events on hosting community: A case of LPGA event S. Kim*, Y. Kim, Kutztown University of PA, USA

	Pescara, Italy, ² Brock University, Canada, ³ Woodbury University, USA								
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BREAK OUT SESSIONS (4)

	COMPETITIVENESS/ SUSTAINABILITY/CSR	HRM/LEADERSHIP	MARKETING & BRANDING	POLICY/PLANNING/ GOVERNANCE	FESTIVALS & EVENTS	RESEARCH METHODS & METHODOLOGIES
	SESSION CHAIR: H.R. Ramkissoon	SESSION CHAIR: D. Bufquin	SESSION CHAIR: A. Ozturk	SESSION CHAIR: C. Prentice	SESSION CHAIR: K. Semrad	SESSION CHAIR: N. Hua
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211
11:30-11:50	[O1.10] Status seeking and the social servicescape: Implications for luxury restaurant promotions L. Hanks ^{*1} , W. Yang ² , N. Line ¹ , ¹ Florida State University, USA, ² California State Polytechnic University, USA	[O2.10] The effects of leader-member exchange on hotel employees' behaviors: Comparison between the U.S. and China hotel employees M.R. Kim ^{*1} , L. Choi ² , B.J. Knutson ¹ , C. Borchgrevink ¹ , ¹ Michigan State University, USA, ² University of Arizona, USA	[O3.10] Tourists and residents on cultural city brands: Do their evaluations really differ? S. Kladou, <i>Sheffield Hallam University, UK</i>	[O4.10] Diversity governance of tourism development in China : A case study in Mountain Huangshan area C. Qian ^{*1} , G. Shivakoti ² , ¹ Asian Institute of Technology, Thailand, ² Wuhan Institute of Technology, China	[O5.10] Surfing in Hainan: A challenge to social body norms C. Guibert ^{*1,2} , B. Taunay ¹ , ² , ¹ Angers University, France, ² ESO (UMR CNRS 6590), France	[O6.10] Caribbean music festivals: Expanding tourist market reach via memorable experiences and eWOM K.J. Semrad*, M. Rivera, <i>Rosen College of Hospitality Management, UCF, USA</i>
11:55-12:15	[O1.11] Tourists assessment of infrastructure availability in Goa for promoting Tourism: A Gap Analysis D. Carmelita ¹ , K. Kaustubh ² , M. Scaglione ^{*3} , K. Weiermair ⁴ , J. Ganef ⁵ , K.B. Subhash ⁶ , ¹ Goa University, India, ² Goa University, India, ³ University of Applied Sciences Western Switzerland, Switzerland, ⁴ Innsbruck University, Austria, ⁵ Bandung Institute of Tourism, Indonesia, ⁶ Goa University, India	[O2.11] At your service: An interactionist perspective on personality and service climate in relation to service adaptive behavior X.D. Lub ^{*1,2} , B.H. Groen ¹ , D. Dekker ³ , G.S.G. Tromp ² , ¹ NTHV University of Applied Sciences, The Netherlands, ² VU University Amsterdam, The Netherlands, ³ Hotelschool The Hague, The Netherlands	[O3.11] Are we measuring destination marketing accurately? Comparing estimates of advertising conversion Y. Choe*, J.L. Stienmetz, D.R. Fesenmaier, <i>University of Florida, USA</i>	[O4.11] Collaborative governance and leadership attributes in sustainable tourism development: The Monongahela River Valley Coalition S.W. Selin, <i>West Virginia University, USA</i>	[O5.11] Estimating the value derived by sport tourists from their trip experience A.W. Dixon*, H.E.T. Dixon, P. Holladay, <i>Troy University, USA</i>	[O6.11] Destination image formation: Travel through disciplines to arrive at a 'destination' H. Kislali*, M. Kavaratzis, M. Saren, <i>University of Leicester, UK</i>

12:20-12:40	[O1.12] Connectedness to destination: How overseas Chinese experience China D.B. Weaver*, A. Kwek, Y. Wang, <i>Griffith University, Australia</i>	[O2.12] Assessing work-related psychology and behavior among hotel employees in China: From the perspective of need fulfilment X. Fu*, W. Wei, Y. Wang, <i>University of Central Florida, USA</i>	[O3.12] Examining the importance of hotel amenities and services for US girlfriend getaways: An exploratory study M. Mirehie* ¹ , H. Gibson ¹ , C. Khoo-Lattimore ² , G. Prayag ³ , ¹ <i>University of Florida, USA</i> , ² <i>Griffith University, Australia</i> , ³ <i>University of Canterbury, New Zealand</i>	[O4.12] Tourist destination management a participatory approach: The case of the province of Tungurahua in Ecuador J.J. Marti ^{2,1} , D.F. Melo* ¹ , ¹ <i>Universidad Técnica de Ambato, Ecuador</i> , ² <i>SENESCYT, Ecuador</i>	[O5.12] Beijing Olympic games and traditional Chinese architecture: A historical review S.W. Wang, <i>University of California at Berkeley, USA</i>	[O6.12] A comparative study Of CB-SEM and PLS-SEM for Theory development in hospitality research F. Ali*, W.G. Kim, <i>Florida State University, USA</i>
12:45-13:05	[O1.13] The cruise vacation as a leisure practice B. Bargeman*, G.J. Vermeulen, P. de Rooij, <i>NHTV Breda University for Higher Education, The Netherlands</i>	[O2.13] Work-leisure conflict, job burnout and intent to leave in the hotel industry; The case of Québec/Canada S. Mansour, D-G. Tremblay*, <i>University of Québec/Teluq, Canada</i>	[O3.13] Antecedents of tourist satisfaction: The role of trust in a tourist destination E. Marinao, <i>Universidad de Santiago de Chile, Chile</i>	[O4.13] Tracking mobility: Opportunities and challenges for tourism policy, planning and governance S. Volo*, O. Maurer, <i>Free University of Bozen-Bolzano, Italy</i>	[O5.13] Place attachment and alumni's experience of the homecoming event H. Zhang*, Z. Huang, C. Green, <i>University of Illinois at Urbana-Champaign, USA</i>	[O6.13] Over-wrapping of satellite accounts and policy recommendations to mitigate global measurement issues - Tourism satellite accounts and culture satellite accounts T. Hara*, V. Shapoval, <i>UCF, USA</i>
13:15-14:15	Disney Dining Room & Café	Lunch				

BREAK OUT SESSIONS (5)

	COMPETITIVENESS/ SUSTAINABILITY/CSR	HRM/LEADERSHIP	POLICY/PLANNING/ GOVERNANCE	SOCIAL MEDIA	MARKETING & BRANDING	POLICY/PLANNING/ GOVERNANCE
	SESSION CHAIR: D. Bufquin	SESSION CHAIR: A. Latkin	SESSION CHAIR: K. Semrad	SESSION CHAIR: C. Prentice	SESSION CHAIR: B. Knott	SESSION CHAIR: R. Shipway
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211
14:15-14:35	[O1.14] Investigating the structural relationships between tourist food experience and destination loyalty A. Ladkin* ¹ , J. Jain ¹ , W. Q. Chen*, G. Busby, R. Huang, N. Semley, <i>Plymouth University, UK</i>	[O2.14] Working away from home: Employers perspectives of mobile workers in tourism A. Ladkin* ¹ , J. Jain ¹ , W. Clayton ¹ , M. Marouda ¹ , ¹ <i>Bournemouth University, UK</i> , ² <i>University of the West of England, UK</i> , ³ <i>University of Sussex, UK</i>	[O3.14] Community tourism in Ecuador: A dream that can become a nightmare C.R. Garrido Cornejo*, E.A. Cabanilla Vásconez, M.C. Villacís Mejía, <i>Universidad Tecnológica Equinoccial, Ecuador</i>	[O4.14] Exploring brand extension in tourist destination context: A case of Jeju Island, South Korea H. Kim*, S. Stepchenkova, <i>University of Florida, USA</i>	[O5.14] The likelihood of guests sharing hotel loyalty programme contents P. Pimpão* ¹ , A. Correia ² , C. Zorrinho ³ , J. Duque ¹ , ¹ <i>University of Lisbon, Portugal</i> , ² <i>University of Algarve, Portugal</i> , ³ <i>University of Évora, Portugal</i>	[O6.14] Trading places and parking spaces: When RVing goes DIY R.W. Caldicott* ¹ , A. Harris ¹ , ¹ <i>Southern Cross University, Australia</i> , ² <i>Melbourne Hotel School, Australia</i>

14:40-15:00	[O1.15] Practices of hospitality as a sustainable development: A study of their impact on hotels customer satisfaction H. Pozo*, E.K. Wada, S.L.A. Moretti, <i>Universidade Anhembi Morumbi, Brazil</i>	[O2.15] Night audit's job characteristics and demographics influence on satisfaction, loyalty, and intent to stay W.M. Ingram, <i>University of Central Florida, USA</i>	[O3.15] A need to revise the implementation of Rwanda's 5% tourism revenue sharing policy with special reference to Akagera national park E. Nsabimana*, J.P. Spencer, <i>Cape Peninsula University of Technology, South Africa</i>	[O4.15] Trust and reputation in the sharing economy: The role of personal photos in AIRBNB E. Ert*, A. Fleischer, N. Magen, <i>The Hebrew University of Jerusalem, Israel</i>	[O5.15] How to cater the critical guests? H. Song*, M. Schuckert, B. Zixuan Gao, R. Xiaying Chen, <i>School of Hotel and Tourism Management, Hong Kong</i>	[O6.15] Social capital measurement of tourism community: Empirical research based on the Chinese frontier towns and villages Y.Q. Li, <i>Minzu University of China, China</i>
15:05-15:25	[O1.16] Emotions, satisfaction, and place attachment: A structural model G. Prayag* ¹ , R. Van Der Veen ² , S. Huang ³ , S. Hosany ⁴ , ¹ <i>University of Canterbury, New Zealand, ²Oxford Brookes University, UK, ³University of South Australia, Australia, ⁴Royal Holloway University of London, UK</i>	[O2.16] Managing foreign workers in the US hospitality industry: An importance performance analysis A. Israeli*, S. Ravichandran, <i>Kent State University, USA</i>	[O3.16] Hukou matters! Impacts of household registration on resident attitude toward Shanghai Disney Resort Y. Wang*, X. Li, <i>Temple University, USA</i>	[O4.16] Do they really work? Exploring the direct and indirect effects of social media marketing activities on different service sectors in Japan K. Sano*, S. Imamitsu, T. Okayama, <i>Wakayama University, Japan</i>	[O5.16] Consumer value and brand value in tourism destination context A.D.A. Tasci, <i>University of Central Florida, USA</i>	[O6.16] Cultural governance and urban tourism in China: A cultural political economy approach R. Su, <i>Middlesex University, UK</i>
15:30-15:50	[O1.17] The role of the environment in motivations to participate in commercial adventure tourism J.K. Giddy, <i>Nelson Mandela Metropolitan University, South Africa</i>	[O2.17] The promotional behavior of hospitality employees: A case study of graduates from a twelve-month management training program W. Chang*, J.A. Busser, <i>University of Nevada, USA</i>	[O3.17] Rural tourism in India: UNDP's endogenous tourism project and beyond R. Aithal*, R.K. Anil, <i>Indian Institute of Management, India</i>	[O4.17] Trip Advisor analytics: Improving tourism offers with social media F. Amaral, F. Tiago, T.B. Tiago*, <i>University of the Azores, Portugal</i>	[O5.17] The effects of hotels' error management culture in response to information security breach on consumer behavior, trust, and commitment W. Wei* ¹ , N. Hua ¹ , X. Fu ¹ , P. Guchait ² , ¹ <i>University of Central Florida, USA, ²University of Houston, USA</i>	[O6.17] Tourism and Disaster the impact of disaster on tourism industry performance E. Rindrasih, <i>Utrecht University, The Netherlands</i>
16:00-16:30	Courtyard	Refreshment Break				
16:30-17:00	Rosen College Parking area	Buses depart from Rosen College to Rosen Shingle Creek				
18:15	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek for Gala Dinner (separate ticket required - \$10 for delegates)				
22:00	Gala Venue	Buses depart from gala to Rosen Shingle Creek				

FRIDAY 18 DECEMBER 2015

08:00-08:45	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek Hotel to Rosen College
08:00-09:00	Downstairs Rotunda	Registration – Rosen College of Hospitality Management
08:00-09:00	Courtyard	Welcome refreshments at Rosen College of Hospitality Management

KEYNOTE SPEAKER (5)

09:00-09:50	Darden Auditorium	J. Will Seccombe , President & CEO, <i>Visit Florida, USA</i>
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KEYNOTE SPEAKER (6)

10:00-10:50	Darden Auditorium	Joel K. Manby , President & CEO, <i>Seaworld Parks & Entertainment, USA</i>
11:00-11:30	Courtyard	Refreshment Break

BREAK OUT SESSIONS (6)

	COMPETITIVENESS/ SUSTAINABILITY/CSR	POLICY/PLANNING/ GOVERNANCE	HRM/LEADERSHIP	EDUCATION & TRAINING	COMPETITIVENESS/ SUSTAINABILITY/CSR	RESEARCH METHODS & METHODOLOGIES
	SESSION CHAIR: E. Cakmak	SESSION CHAIR: M. Kizildag	SESSION CHAIR: B. Magor	SESSION CHAIR: R. Shipway	SESSION CHAIR: A. Fyall	SESSION CHAIR: N. Hua
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211
11:30-11:50	[O1.18] The relationship between motivation, overall satisfaction, and the intention to repeat in segmented tourist groups - The case of Japanese spa tourists H. Kamata* ¹ , Y. Misui ^{1,2,1} , <i>Shukutoku University, Japan</i> , ² , <i>Takasaki City University of Economics, Japan</i>	[O2.18] City vulnerability assessment on Hyderabad, India M.S. Boori* ^{1,2} , M. Netzband ¹ , K. Choudhary ² , ¹ <i>Ruhr University Bochum, Germany</i> , ² <i>Samara State Aerospace University, Russia</i>	[O3.18] Cultivating the aptitudes of timeshare management: A competency domain cluster analysis J.T. Weinland* ¹ , A.M. Gregory ¹ , J.A. Petrick ² , ¹ <i>University of Central Florida, USA</i> , ² <i>Capella University, USA</i>	[O4.18] Tourism to memorials of the pacific war: the management of heritage sites with a controversial history in China, the U.S. and Japan R. Hartmann, <i>University of Colorado Denver, USA</i>	[O5.18] Shades of Grey...or True Green? J. Fjelstul*, A.F. Fyall, A. Templeton, <i>University of Central Florida, USA</i>	[O6.18] Evaluating destination branding: A neuromarketing study M. Bastiaansen* ^{1,2} , S. Straatman ^{1,2} , O. Mitas ^{1,2} , ¹ <i>NHTV Breda University of Applied Sciences, The Netherlands</i> , ² <i>Centre of Expertise for Leisure, Tourism and Hospitality (CELTH), The Netherlands</i>
11:55-12:15	[O1.19] The dynamic of travel avoidance due to Ebola cases in the US I. Cahyanto* ¹ , M. Wiblehauser ² , A. Schroeder ³ , L. Pennington-Gray ⁴ , ¹ <i>Black Hills State University, USA</i> , ² <i>Lock Haven University, USA</i> , ³ <i>University of Florida, USA</i> , ⁴ <i>University of Florida, USA</i>	[O2.19] Conditions associated with increased risk of fraud: a model for publicly traded restaurant companies E. Yost, <i>University of Central Florida, USA</i>	[O3.19] Employee commitment, job satisfaction, and intention to quit: An analysis of generation Y J. Redditt*, A.M. Gregory, <i>University of Central Florida, USA</i>	[O4.19] Work-integrated learning: Turning theories into reality R. Wilson-Mah, E. Thomlinson*, <i>Royal Roads University, Canada</i>	[O5.19] Relationship networks: Cross-fertilizing the knowledge on tourism destinations and seaports' competitiveness M. De Martino* ¹ , A. Morvillo ¹ , M. van Niekerk ² , F. Okumus ^{2, 1} , ¹ <i>IRISS-CNR, Italy</i> , ² <i>University of Central Florida, USA</i>	[O6.19] A humanities wanderer "lost" in tourism studies: A critical reflection H. Xiao, <i>The Hong Kong Polytechnic University, Hong Kong</i>

12:20-12:40	[O1.20] Buyer remorse: Investigation of a high involvement decision process in the hospitality industry D.P. Campbell ² , A.M. Gregory ^{*1} , ¹ University of Central Florida, USA, ² Valdosta State University, USA	[O2.20] Interactions between different types of tourism - A case study of adventure and culture tourism in Sapa, Vietnam H.N.B. Trinh*, S. Hoshino, S. Hashimoto, Kyoto University, Japan	[O3.20] Servant leadership: Does treating employees as internal customers influence job satisfaction and organizational commitment in casual dining restaurants? M. Lefrid*, K. Murphy, D. Severt, University of Central Florida, USA	[O4.20] Bridging the education gap: Facilitating the transfer of Chinese hospitality students into a Canadian university R.F. Wilson-Mah*, E. Thomlison, Royal Roads University, Canada	[O5.20] Managerial challenges in evaluating the organisational performance of Destination Management Organisations (DMOs) T.S. Spyriadis ^{*1} , A.F. Fyall ² , ¹ Manchester Metropolitan University, UK ² University of Central Florida, USA	[O6.20] Impact of tourism on the quality of life of residents: The case of Curaçao D.R. Daal, University of the Caribbean, USA
12:45-13:05	[O1.21] The ski chalet holiday: Motivators and the experience revisited B. Major*, F. McLeay, University of Northumbria, UK	[O2.21] Application of social network analysis to evaluate cooperation – The case of DMO in Poland K. Czernek, University of Economics in Katowice, Poland	[O3.21] Place attachment in a country club S.J. Lee*, J. Butler, X. Xui, Iowa State University, USA	[O4.21] Understanding the impact of destination marketing campaigns: A methodology for the analysis of consumer opinions on social media C. Luna-Nevarez, Sacred Heart University, USA	[O5.21] Racists do not travel: is the contribution of tourism to the global peace just a myth? S.M. Hosseini ^{*1} , J. Khalilzadeh ² , L. Ghahramani ³ , ¹ University of Tehran, Iran, ² University of Central Florida, USA, ³ Oklahoma State University, USA	[O6.21] Bibliometric Studies in Tourism: Past, Present and Emerged Opportunities M.A. Koseoglu ¹ , F. Okumus ^{*2} , ¹ Yildirim Beyazit University, Turkey, ² University of Central Florida, USA

13:15-14:15 Disney Dining Room & Café Lunch

BREAK OUT SESSIONS (7)

	COMPETITIVENESS/ SUSTAINABILITY/CSR	COMPETITIVENESS/ SUSTAINABILITY/CSR	ECONOMICS & FORECASTING	SERVICE	FESTIVALS & EVENTS	CONSUMER BEHAVIOR
	SESSION CHAIR: E. Cakmak	SESSION CHAIR: W. Wei	SESSION CHAIR: A. Gregory	SESSION CHAIR: B. Magor	SESSION CHAIR: R. Shipway	SESSION CHAIR: A. Ozturk
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211
14:15-14:35	[O1.22] Bringing literary tourism to life: The relevance and application of narrative transportation theory C. Bailey ^{*1} , D. Arnott ¹ , L. Harris ¹ , ¹ Warwick University, UK, ² Birmingham University, UK	[O2.22] The exploration of tourists' decision making on the move F. Ye, D. Wang*, The Hong Kong Polytechnic University, Hong Kong	[O3.22] Estimating the economic impact of low-cost carriers to the Charleston area B. Pan ^{*1,2} , M. Patience ¹ , J. Li ² , ¹ College of Charleston, USA, ² Shaanxi Normal University, China	[O4.22] Service productivity reconceptualization and customer satisfaction M. McLeod, The University of the West Indies, Jamaica	[O5.22] Consuming the festival: The effect of contextual stimuli on festival self A. Davis, Robert Gordon University, UK	[O6.22] Blogging About the Niche Hotel Sector in China: Post-Consumption Differentiation Between Self-Image and Functional Congruity W. Wang ¹ , S. Ying ¹ , C. Mejia ^{*2} , ¹ Zhejiang University, China, ² UCF Rosen College of Hospitality Management

14:40-15:00	[O1.23] Antecedents of tourist satisfaction: The role of trust in a tourist destination E. Marinao, Universidad de Santiago de Chile, Chile	[O2.23] The influence of place attachment on the relationship between brand personality and environmentally responsible behaviour for rural tourism in Guzhu Village, China J.X. Wu*, W.F. Wang, Zhejiang University, China	[O3.23] Social network analysis and social embeddedness theory – Complementary approaches in research on tourism cooperation K. Czernek ¹ , P. Marszalek* ¹ , ¹ University of Economics in Katowice, Poland, ² University of Economics and Business, Poland	[O4.23] Internalization of quality standards: drivers and effects in the Spanish tourism industry J. Pereira-Moliner*, J.J. Tarí*, J.F. Molina-Azorín, M.D. López-Gamero, University of Alicante, Spain	[O5.23]	[O6.23] How important is it for co-workers and general managers to be evaluated by employees as warm and competent individuals? The case of casual dining restaurants D. Bufquin* ¹ , R. DiPietro ² , C. Partlow ² , S. Smith ² , C. DiStefano ² , ¹ University of Central Florida, USA, ² University of South Carolina, USA
15:05-15:25	[O1.24] The role of expectations and reciprocity in a Pay-What-You-Want environment: Evidence from a field experiment G. Viglia* ¹ , M. Maras ² , D. Navarro-Martinez ³ , ¹ Bournemouth University, UK, ² Bocconi University, Italy, ³ Pompeu Fabra University, Spain	[O2.24] The learning from west of the independent student traveler in Europe D. Zhu*, C. Batueva, H.G. Xu, Sun Yat-sen University, China	[O3.24] Destination factors and tourists' length of stay: An application of mixed-effect parametric survival-time model Y. Yang* ¹ , H-L. Zhang ¹ , ¹ Temple University, USA, ² Nanjing University, China	[O4.24] Service attributes of budget hotels in China J.P. Peng ¹ , X.Y. Zhao* ¹ , A.S. Mattila ² , ¹ Sun Yat-Sen University, China, ² Pennsylvania State University, USA	[O5.24] Behavioural consequences of attending prestigious sports events M. Moital, Bournemouth University, UK	[O6.24] The theme's the thing: Story worlds and attraction success C.A. Baker, University of Central Florida, USA, Seminole State College of Florida, USA
15:30-16:00	Courtyard	Refreshment Break				

BREAK OUT SESSIONS (8)

	COMPETITIVENESS/ SUSTAINABILITY/CSR	SERVICE	TRAVEL/SECURITY	CORPORATE MOBILITY/ SOCIAL ENTERPRISE	MEDICAL/QOL	HUMAN RESOURCES
	SESSION CHAIR: M. Kizildag	SESSION CHAIR: A. Gregory	SESSION CHAIR: D. Weaver	SESSION CHAIR: L. Nelson	SESSION CHAIR: S. Sonmez	SESSION CHAIR: E. Torres
ROOM	ROOM 205	ROOM 206	ROOM 207	ROOM 208	ROOM 209	ROOM 211
16:00-16:20	[O1.25] Investigating customers perceptions of Green hotels and Green quality on customer satisfaction and behavioral intentions: A case of Mauritius P. Ramseook-Munhurrin*, V.N. Seebaluck, P. Naidoo, University of Technology, Mauritius	[O2.25] Personality and surface acting in the Dutch hotel industry: The moderating effect of authenticity D.M. Dekker* ¹ , L.W.A. Albers ¹ , X.D. Lub ² , ¹ Hotelschool The Hague, The Netherlands, ² Saxion University of Applied Sciences, The Netherlands	[O3.25] Concrete U(dys)topia in Bethlehem, Palestine: A city of two tales R. Isaac, NHTV Breda University of Applied Sciences, The Netherlands	[O4.25] Corporate mobility in Latin America: Brazil, the best kept secret J.M.G. Gândara ¹ , E.K. Wada* ^{2,1} , ¹ Universidade Federal do Paraná, Brazil, ² Universidade Anhembi Morumbi, Brazil	[O5.25] Euthanasia services: The next health tourism wave S. Ladki*, M. El Hajjar, Y. Nacouzi, L. Nasreddine, N. Mahmoud, Lebanese American University, Lebanon	[O6.25] Asynchronous video interviewing practices in the hospitality industry: Qualitative pilot test utilizing the Unified Theory of Acceptance and Use of Technology C. Mejia*, E. Torres, Hospitality Management, USA

16:25-16:45	[O1.26] The nature of cultural misunderstanding and its practical implications S. Tabari* ¹ , H. Ingram ² , ¹ Cardiff Metropolitan University, UK, ² Coventry University, UK	[O2.26] Honor flight: Reminiscence and recognition of Preeminent-Mature travelers M. Daniels* ¹ , R. Vese ¹ , R. Brayley ¹ , L. Harmon ² , M. Park ¹ , L. Schintler ¹ , ¹ George Mason University, USA, ² University of Wisconsin - La Crosse, USA	[O3.26] Economic impact of the demand for tourism in Ghana: an input-output multiplier analysis I. Bentum-Ennin, University of Cape Coast, Ghana	[O4.26] Hospitality, services and communication for the emerging middle class C. Goldenberg ¹ , R. Pinotti ¹ , C. Bezerra ¹ , E.K. Wada* ^{1,2} , ¹ Universidade Anhembi Morumbi, Brazil, ² Universidade Federal do Paraná, Brazil	[O5.26] Activating effective genealogical tourism L.A. Nelson, <i>North Carolina State University, USA</i>	[O6.26] Comparison of sun and sea destinations through big data analysis C.M Amaya-Molinar*, N.C. Schmidt-Cornejo, <i>Universidad de Colima, Mexico</i>
16:50-17:10	[O1.27] Push and Pull factors that draw Chinese tourists to Mauritius N.V. Seebaluck*, P. Ramseook-Munhurrun, N. Anthonee, <i>University of Technology, Mauritius</i>	[O2.27] Insult or Obligation - Tipping globally T. Lieven*, T. Tomczak, <i>University of St. Gallen, Switzerland</i>	[O3.27] Corporate diversity management: A comparative study T. Gajjar*, F. Okumus, P. Chen, University of Central Florida, USA	[O4.27] The “mental topography” of the Shanghai City brand: A netnographic approach to city brand positioning H.G. Larsen, <i>The Chicago School of Professional Psychology, USA</i>	[O5.27] Tourism development and quality of life: Application of multiple discrepancies theory Z-X. Liang, <i>Sun Yat-sen University, China</i>	[O6.27] Exploring market capability of small-sized tourism enterprise owner-managers in rural areas M. Kang, <i>University of Nebraska-Lincoln, USA</i>
17:15-17:45	Rosen College Parking area	Buses depart from Rosen College to Rosen Shingle Creek				
17:15-19:00	Courtyard	Farewell Function				
19:00-19:30	Rosen College Parking area	Buses depart from Rosen College to Rosen Shingle Creek				

SATURDAY 19 DECEMBER 2015**USA-CHINA TOURISM RESEARCH SUMMIT**

08:00-08:30	Rosen Transport Lobby	Buses depart from Rosen Shingle Creek Hotel to Rosen College
08:00-08:30	Downstairs Rotunda	Registration – Rosen College of Hospitality Management
08:00-08:40	Courtyard	Welcome refreshments at Rosen College of Hospitality Management
08:40-09:00		Opening remarks
KEYNOTE SPEAKER (1)		
09:00-09:40	Darden Auditorium	Dr Bao Jigang , Professor & Dean, <i>School of Tourism Management, Sun Yat-Sen University, China</i>
KEYNOTE SPEAKER (2)		
09:50-10:30	Darden Auditorium	Mr. Steve Hood , Senior Vice President of Research, <i>Smith Travel Research, USA</i>
10:40-11:00	Courtyard	Refreshment Break
KEYNOTE SPEAKER (3)		
11:00-11:40	Darden Auditorium	Dr. Huimin Gu , <i>Professor and Dean, School of Hospitality Management at Beijing International Studies University, China</i>
PANEL DISCUSSION (1)		
12:00-13:00	Darden Auditorium	Panel topic: USA-China tourism research: opportunities, challenges, and solutions Panel experts: Dr. Huimin Gu; Dr. Robert Li; Dr. Jigang Bao; Dr. Bihu Wu; Mr. Ron Erdmann; Dr. Zheng (Phil) Xiang
13:00-14:00	Disney Dining Room & Café	Lunch
14:00-14:40	Disney Dining Room & Café	Town Hall Meeting and Discussion
KEYNOTE SPEAKER (4)		
14:40-15:20	Darden Auditorium	Dr Bihu Wu , Professor & Director, <i>International Center for Recreation & Tourism Research, Peking University, China</i>
15:20-15:30	Darden Auditorium	Launch of International Association for China Tourism Studies – IACTS
PANEL DISCUSSION (2)		
15:30-16:30	Darden Auditorium	Panel topic: Technology, innovation, and entrepreneurship as driving forces for hospitality and tourism industries Panel experts: Dr. Haiyan Song; Dr. Wanfei Wang; Dr. Qiuju Luo; Mr. Steve Hood; Dr. Dan Fesenmaier; Mr. Larry Ziebarth
16:30-16:50	Courtyard	Refreshment Break
KEYNOTE SPEAKER (5)		
16:50-17:30	Darden Auditorium	Mr. Ron Erdmann , Deputy Director of Research, <i>National Travel & Tourism Office, US Department of Service, USA</i>
17:30-17:40	Darden Auditorium	Closing Ceremony
17:40-18:40	Disney Dining Room	Reception
18:40-19:00	Rosen College Parking area	Buses depart from Rosen College to Rosen Shingle Creek