

Wednesday, 26th October

Parallel Paper Sessions

Theme: Human Resources in Hospitality

Room F104

Moderator: Brenda Groen

- 16.15-16.45** **Internal Hospitality: Hospitality towards employees**
Erik Pakkert
- 16.45-17.15** **An Affect Event Model on Employee Career Satisfaction Using Thriving at Work as a Mediator**
Wen Chang and James A. Busser
- 17.15-17.45** **Authentic Leadership and Psychological Well-being of Hotel Employees at Work and the Role of Work Climate in this Relationship**
Christina K. Dimitriou and Jennifer DiGaetano
- 17.45-18.15** **Restaurant tipping: the impact of the acknowledgment of gratitude on customer's future intentions regarding revisit and word of mouth**
Marion Holtkamp and Brenda Groen

Parallel Paper Sessions

Theme: Food and Beverage

Room F105

Moderator: Detta Melia

- 16.15-16.45** **Gastronomy: the extra dimension of Hospitality**
Peter Klosse
- 16.45-17.15** **Structure and design of menus in á lá carte restaurants**
Bojana Kalenjuk, Dragan Tešanović, Biljana Cvetković and Snježana Gagić
- 17.15-17.45** **Good Food in higher education: blending critical enquiry and practical engagement**
Bastienne Bernasco
- 17.45-18.15** **Requirements as Key Performance Indicators – Case: Finnish Defence Forces catering operations**
Markus Häyhtiö
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Parallel Paper Sessions
Theme: Operations, Economics and Finance in Hospitality

Room F106

Moderator: Henri Kuokkanen

- 16.15-16.45** **A DEA Analysis of the Operating Efficiency of U.S. Hotels**
Xu (Peter) Xun and Christina Chi
- 16.45-17.15** **Hotel Performance: The Impacts of Owner-Operator Goal Alignment and GM Autonomy**
Demian Hodari, Michael J. Turner and Michael C. Sturman
- 17.15-17.45** **The Perceptions of L&D Professionals in relation to the use and evaluation methods in Human Capital Investment and computation of Return On Investment**
Ioanna Karanikola and Veronica Pino
- 17.45-18.15** **Same-day discounting's effect on consumers' evaluations of a hotel**
Kwanglim Seo

Parallel Paper Sessions
Theme: Hospitality, Tourism and Sustainability

Room F107

Moderator: Arjan van Rheede

- 16.15-16.45** **Identifying gaps in the current academic debate with regard to motivations for SME hoteliers to choose for a certain type and level of ecolabel certification**
Femke Vrenewoor and Elena Cavagnaro
- 16.45-17.15** **The construction of climate-conscious identity through innovation in the hospitality industry**
Willy Legrand and Schønrock Nielsen Robert
- 17.15-17.45** **Conservation tourism and the citizen scientist**
Peter J. Sandiford
- 17.45-18.15** **Environmental knowledge, attitudes, and willingness to pay for environmentally friendly meetings**
Eunha Myung
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Parallel Paper Sessions
Theme: Spas and Wellness

Room F205

Moderator: Melanie Smith

- 16.15-16.45** **Destination Spas: The profile of these establishments in South Brazil**
Vanessa de Oliveira Menezes and Ana Paula Perardt Farias
- 16.45-17.15** **The role of marketing places in developing thermal spas in the north region of Portugal**
Joaquim Antunes and Cristina Barroco
- 17.15-17.45** **Service Quality and Satisfaction of International Tourists Using Spa in Thailand: Penalty-Reward Analysis**
Akarapong Untong, Mir Vicente Ramos and Mingsarn Kaosa-ard
- 17.45-18.15** **What is the meaning of “Relaxation” for Japanese Spa Tourists?**
Hiromi Kamata

Parallel Paper Sessions

Theme: Hospitality and Education

Room F206

Moderator: Peter Russell

- 16.15-16.45** **Critical Thinking and Hospitality Management Education: Exploring Potentials and Possibilities**
Kelvin Y-Zhang
- 16.45-17.15** **Exploring the Students’ Perceptions to Virtual Reality Environment**
Pasi P. Tuominen, Teemu Moilanen, Mario Passos Ascensão, Eeva Puhakainen, Vesa A. Heikkinen and Kristian Sievers
- 17.15-17.45** **Learning from Experience – by Maximizing the Hospitality Management Student Work Integrated Learning Experience: a Case Study**
Pieter van der Westhuizen and Hema Kesa
- 17.45-18.15** **An Assessment of Experiential Learning Outcomes of Study Abroad Programs in Hospitality: A Learning Style Perspective**
Radesh Palakurthi