



WELCOME FROM THE CHAIR



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Right: CAUTHE 2013 Welcome reception (Powhiri)

Above: CAUTHE 2014 Brisbane

Dear CAUTHE members,

Welcome to the first 2013 edition of the CAUTHE newsletter. As you may have noticed the picture of the Chair is somewhat different to the previous edition. This suggests one of two things:

- a) the Chair has suddenly grown a dashing head of hair and adopted a slightly more casual dress code; or,
- b) CAUTHE has a new Chair.

If you selected b) give yourself a fitting reward. This year has seen a changing of the guard at the 2013 AGM with some members deciding to hand the reigns to a new generation of academics.

First and foremost I acknowledge the excellent leadership of Paul Whitelaw over the past 5 years, including a 1-year stint by Brent Ritchie during 2010. Over this time the Chair has led the organisation through some significant changes that has seen increased membership and improved links between CAUTHE and government and other tourism-related NGOs. CAUTHE the organisation (and the conference) have a high standing amongst the tourism and hospitality academic community. In this time CAUTHE has also broadened its focus from Australia to Australasia, welcoming

New Zealand Universities as Chapter Members. The hosting of the 2013 conference by Lincoln University near Christchurch was a great way to bring this to the fore, but more about that and other activities later in the newsletter.

As the new Chair I thank the outgoing Executive members, Dianne Dredge (outgoing 1st Vice Chair), Kirsten Holmes (Treasurer) and Elisa Backer (co-opted member), for the fantastic contributions they have made to the organisation. Welcome to the new Executive members Leonie Lockstone-Binney (Treasurer), Byron Keating (SIG Co-ordinator) and our two New Zealand representatives, Sebastian Filep (2nd Vice chair) and Karen Smith (Secretary). Paul Whitelaw stays on as immediate past Chair, as does Jenny Davies with the role of "Special Counsel".

I feel I've got some big shoes to fill (figuratively speaking) but with a great executive and supportive members I know CAUTHE can continue to develop as a vital and active organisation in the realm of tourism and hospitality research and education. Enjoy this edition of the Newsletter.

Best wishes
Michael Hughes, CAUTHE Chair



CAUTHE 2013 WRAP UP: ONE FOR THE AGES

The 23rd CAUTHE conference was a little bit special as for the first time CAUTHE travelled across the Tasman to New Zealand. Over two hundred delegate from Australia, New Zealand and beyond enjoyed the southern hospitality of Lincoln University. To quote Conference Chair Professor David Simmons "as one leading participant observed, this was 'one for the ages' – four days of unrelenting conviviality, academic rigour and occasional singing".

The Conference Committee are certainly commended for their efforts, particularly in the face of several quake-induced changes of plan. Our acknowledgement and thanks to the team for Lincoln University's Department of Social Science, Parks, Recreation Tourism and Sport: Conference Chair Prof. David Simmons and Co-Convenors Dr Emma Stewart and Adjunct Prof. Susanne Becken. Dr Joanna Fountain (Chair Scientific Committee), Dr Stephen Espiner (Chair Events Committee), Dr David Fisher (Visual Presentation Convenor), Michael Shone and Dr Anne Zahra (Waikato University) who Co-convened the PhD/ECR Workshop, and Committee Members Ass Prof. Tracy Berno, Dr Michael Mackay, Dr Kevin Moore, and Prof. Hirini Matunga Assistant Vice-Chancellor, Communities.

Thanks also to the fabulous volunteers and the raft of Lincoln University conference, catering and other staff who made us so welcome.

There was certainly a New Zealand-flavour to the confer-

ence, from the rain just about holding off during the Powhiri (Traditional Māori Welcome) to the smells and taste of Stan Tawa's specially-prepared hangi at the Ideas Factory.

Delegates are sure to have their own favourite moments, maybe an excellent paper you attended, the always-entertaining Great Debate (Slow & Local vs Fast & Global), the keynote addresses by Professors Regina Scheyvens and John Urry, or maybe you were on the winning team at the quiz night.

When the organisers chose the conference theme Tourism: on the edge of something big little did they know of the events that were to follow in September 2010 and February 2011. But fittingly, there was a strong risk, reliance and response theme to the Conference, and the keynote presentation from Tim Hunter CEO of Christchurch & Canterbury Tourism RTO was certainly a highlight for many. His words and images provided a fascinating introduction to the interesting and poignant bus tour of Christchurch's Red Zone later in the day. We were privileged to see destination recovery in action.

Read more about the PhD/ECR Workshop (page 3) and the inaugural Mid-Career Academic Workshop (page 6), as well as details of those receiving the CAUTHE Awards which were presented at the Conference Dinner (page 5).



Clockwise from left:
Conference Chair Prof David Simmons and Co-Convenors Dr Emma Stewart and Adjunct Prof Susanne Becken; Stan Tawa hangi at the Idea's Factory; CAUTHE message Stick; Christchurch Red Zone tour

View CAUTHE 2013 photos at Flickr
<http://flickr.com/gp/cauthe/14GqN6>

INTRODUCING THE 2013 CAUTHE EXECUTIVE COMMITTEE



Mike Hughes
Chair



Judith Mair
First Vice Chair



Sebastian Filep
Second Vice Chair



Karen Smith
Secretary



Leonie Lockstone-
Binney
Treasurer



Brent Ritchie
2014 Conference
Convenor



Paul Whitelaw
Immediate Past
Chair



David Simmons
Immediate Past Con-
ference Convenor



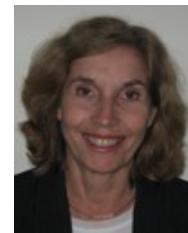
Jenny Davies
Special Counsel



Byron Keating
Committee
Member



Aise Kim
Committee
Member



Jennie Small
Public Officer



Penny Jose
Secretariat

The CAUTHE Executive committee for 2013 welcomes four new members:

- ◆ Sebastian Filep, University of Otago is joining the Executive as Second Vice Chair.
- ◆ Leonie Lockstone-Binney, Victoria University, is Treasurer.
- ◆ Karen Smith, Victoria University of Wellington, is Secretary.
- ◆ Byron Keating, University of Canberra, is a committee member who will be working with the CAUTHE Special Interest Groups and the 2013 CAUTHE mid-year meeting.

CAUTHE 2013 PhD AND ECR WORKSHOP

CAUTHE Executive Committee member Aise Kim reports on the annual Bill Faulkner PhD and ECR Workshop held in conjunction with the CAUTHE 2013 conference on 11 February .

The workshop aims to provide opportunities for PhD scholars and Early Career Researchers to develop their research skills while gaining networking opportunities with fellow scholars and academic mentorship from internationally recognised senior academics in their field.

This year, Lincoln University hosted 42 PhD scholars and ECRs and 18 senior Australian and international academics who volunteered their time and expertise to mentor junior colleagues. The theme of the workshop was to explore different research paradigms and

methodologies as well as gain some practical tips and advice from senior academics.

One of highlights was Professor Doug Pearce's keynote presentation on *Frameworks for Tourism Research*. Professor Pearce, of Victoria University of Wellington, introduced various types of theoretical and conceptual frameworks used in tourism research, and critically reviewed 'when' and 'how' to apply each type of frameworks.

An interactive and stimulating panel session was delivered by invited senior academics who discussed their different perspectives on methodologies and paradigms including qualitative (Dr Tara Duncan, University of Otago), quantitative (Dr Gary Steel, Lincoln University), mixed methods (Dr Tracy Berno, Lincoln University) and Indigenous 'Kaupapa Maori' research paradigms

cont page 4

CAUTHE 2013 PHD AND ECR WORKSHOP, CONT....

from page 3 (Professor Hirini Matunga, Lincoln University). Chaired by Dr Michael Hughes of Curtin University, the panel provided impressive debates over the strengths and weaknesses of each paradigm.

In the afternoon sessions, senior academics facilitated small group discussions in a friendly and personalised setting. Delegates were divided into streams for early, mid, and late stage of the PhD candidacy and one for ECR delegates. Issues discussed included exchanging different experiences in the PhD research journeys, research career development, and various challenging issues in the current research process.

PhD scholars and ECR delegates provided overwhelmingly positive feedback on their experience. Most participants agreed that they were highly satisfied with the overall workshop content and having opportunities for discussion and feedback from senior academics.

Specific comments included:

I enjoy the research methods part. Tracy's presentation was excellent and impressive.

I enjoyed the Small Group Mentoring, as it is like a sincere and friendly conversation between experienced academic people and us.

Mentoring sessions were very helpful to get insights from experienced mentors.

Many thanks to the organising team – Dr Michael Shone and Dr Anne Zahra, and the CAUTHE executive committee members – Dr Michael Hughes, Dr Fiona Wheeler, and Dr Aise Kim as well as to all senior academics for their commitment and contribution to organising the successful workshop. The annual Bill Faulkner Workshop will be held in Brisbane next year.

Look out for updates throughout the year.



Right: Delegates at the PhD/ECR workshop

NEW CAUTHE FELLOW

Professor Beverley Sparks of Griffith University was appointed to the CAUTHE Fellowship at the CAUTHE 2013 Conference.

She joins ten other Fellows appointed by the CAUTHE Executive in recognition of their enduring commitment to hospitality and tourism education and research and CAUTHE.

Leo Jago, Chair of the CAUTHE Fellows, said the award "is in recognition of Bev's outstanding contribution to tourism and hospitality research in Australia particularly in the field of service management. She has also been a key driver of postgraduate education in tourism particularly in her role as Director of the STCRC highly successful Education Program."

CAUTHE's Fellows are:

- ◆ Leo Jago (Chair), Tourism Research Australia
- ◆ Brian King, The Hong Kong Polytechnic University
- ◆ Stephen Craig-Smith, University of Queensland
- ◆ Jenny Davies, University of South Australia
- ◆ Larry Dwyer, University of New South Wales
- ◆ Bob McKercher, The Hong Kong Polytechnic University
- ◆ Philip Pearce, James Cook University
- ◆ Betty Weiler, Southern Cross University
- ◆ Margaret Deery, Curtin University
- ◆ Geoffrey Crouch, La Trobe University
- ◆ Beverley Sparks, Griffith University



Beverley Sparks, CAUTHE Fellow

CAUTHE 2013 AWARD WINNERS

Congratulations to the 2013 CAUTHE award winners who were presented with their awards at the CAUTHE 2013 Conference Gala Dinner. The awards were presented by Bernard Lane, Editor, Journal of Sustainable Tourism.



The CAUTHE Award for Best Full Paper

Kevin Moore (Lincoln University) and Mark McNeill (AgResearch, Lincoln), *The Research Interface Between Biosecurity and Tourist Behaviour*.

The Bill Faulkner Memorial Award for Best PhD Scholar's Paper

Debbie Hopkins (University of Otago), *Social Perceptions of Climate Change in Queenstown's Ski Industry: A Framework of Contextual Vulnerability* (pictured centre right)

Highly Commended Bill Faulkner PhD Paper Award

Jessica Taplin (Southern Cross University), *Programme Monitoring and Evaluation in Volunteer Tourism: Towards a critical approach*



The Best Poster Presentation

Stan Tawa (Christchurch Polytechnic Institute of Technology), *Investigating the Culinary Authenticity of Hangi*. In addition, the following posters were highly commended:

- Kim Williams and Jennifer Laing (La Trobe University), *Fashion, The Synergy Between Millinery and Horse Racing*
- Paul Hamilton (Christchurch Polytech Institute of Technology), *Margarine Sculptures: Historical Oddity or an Awesome Way of adding Value to the Customer Dining Experience*
- Emma Stewart, Jackie Dawson and Margaret Johnston (Lincoln University), *Putting Research Into Action to Manage Risks and Opportunities Associated with Cruise Tourism in Arctic Canada*.

PhD scholar bursaries

- FuChieh Hsu (University of Queensland), *Understanding Tourists' Purchase Intention Towards Traditional Taiwanese Food: The Role of Sensation Seeking*
- Debbie Hopkins (University of Otago), *Social Perceptions of Climate Change in Queenstown's Ski Industry: A Framework of Contextual Vulnerability* (pictured top right).
- Mucha Mkono (Southern Cross University), *Netnography in Qualitative Tourism Research* (pictured right).



CAUTHE Fellows award

The Fellows award is given each year to an academic from Australia or New Zealand who is seen to have made the greatest contribution to Australasian tourism and hospitality education and/or research.

Congratulations to joint-award winners and Dr Erica Wilson of Southern Cross University and Dr Freya Higgins-Desbiolles of University of South Australia (pictured left).

CAUTHE Best PhD Paper

Serli Wijaya (Victoria University), *International visitor encounters with local food: a preliminary conceptual framework* (pictured above).

CAUTHE AND TOURISM RESEARCH AUSTRALIA

Great opportunities are being offered to academics and students to work with Tourism Research Australia data. For more information about any of these initiatives, email tourism.research@ret.gov.au

Using Tourism Research Australia's online data sets

In 2012, Tourism Research Australia (TRA) and CAUTHE formed a partnership to make TRA data more accessible to academic researchers on a selection of academic projects. These projects have been endorsed by CAUTHE and align with TRA's broader research agenda and the Tourism 2020 initiative.

It is hoped this initiative will lead to high quality publishing outcomes for the academics and enhanced knowledge for TRA's industry and government stakeholders.

A small number of projects are being trialled for which TRA provides in-kind support including access to TRA data and technical advice and support.

Dr Elisa Backer, Senior Lecturer in Tourism at the University of Ballarat is currently using TRA data to inform a research project based on Visiting Friends and Relatives (VFR) travel in Australia.

"Access to TRA data sets will allow me to better define the size, profiles and character-

istics of VFR travellers," Elisa said.

TRA's online student data package

An online student data package is available to subscribing educational institutions and accessible to students through their educational institutions' online library services.

Data include results from the International and National Visitor Surveys and allow students to research visitor demographics and behaviours.

Students can win \$1,000!

TRA has launched an exciting new sponsorship initiative to increase the tourism data analytical skills of undergraduates and coursework postgraduates on key topics that expose students to TRA technologies and data.

To be in the running to win \$1,000, students need to submit a 2,000-word research paper using TRA's online student data package. The author of the best paper will receive \$1,000 and the winning entry will be published on TRA's website.

Students must be an undergraduate or coursework postgraduate enrolled at a university that subscribes to the TRA online student data package and must use the online data collection in their research.

Additional eligibility requirements apply and entries close 31 May 2013.



CAUTHE 2013 MID-CAREER ACADEMIC WORKSHOP

Elisa Backer reports on the inaugural CAUTHE Mid-Career Workshop held at the 2013 Conference.

This year CAUTHE delivered a new workshop, specifically for mid-career academics (Senior Lecturers and 'freshly minted' Associate Professors). CAUTHE has always received appreciative feedback about the PhD/ECR conference workshop. However, it was felt that Senior Lecturers in particular can be part of a 'forgotten species'. This workshop was designed to advise Senior Lecturers and newer Associate Professors on the processes involved in getting promoted.

CAUTHE is very grateful to the generous assistance provided by the Professors at the workshop. The workshop commenced with a panel discussion by the CAUTHE

Fellows Leo Jago, Larry Dwyer, Brian King, and Marg Deery. They were then joined by Professors David Airey, Suzanne Beeken, James Higham, Elizabeth Roberts and Haiyan Song who held small break-out sessions to provide direct career advice to individuals.

The workshop received very positive feedback with one participant saying the workshop was "Challenging in a positive way. Good to be with a cohort of peers - can't think when that opportunity has presented itself before."

CAUTHE plans to run the MCA workshop again. If you are a Senior Lecturer or Associate Professor and are interested to hear from senior academics about a range of strategies to guide your career towards promotion you should definitely attend.

DATE FOR DIARIES

CAUTHE Mid-year meeting and industry engagement workshop

Friday 2 August 2013

University of Canberra

More information to come

SPECIAL INTEREST GROUPS UPDATE

New CAUTHE Executive Committee member Byron Keating has taken responsibility for managing the CAUTHE SIGs (Special Interest Groups). Here he rounds up the latest activities of six of the active SIGs.

Critical Approaches in Tourism and Hospitality Special interest Group

Leaders: Erica Wilson (SCU), Jennifer Small (UTS), and Candice Harris (AUT)

Building on the Critical Approaches in Tourism & Hospitality contribution to the CAUTHE, ANZALS, SMAANZ joint symposium held at UTS last year, the SIG is planning a Symposium/Think Tank for November to be held in either Gold Coast or Sydney. Options are also being investigated for increasing the involvement of New Zealand colleagues, and for another Special Issue based on a critical tourism or hospitality is under investigation.

Emerging Markets

Leaders: Byron Keating (Canberra), Songshan (Sam) Huang (UniSA), and Anton Kriz (Newcastle)

The annual meeting of SIG members at the 2012 conference confirmed interest in the emerging markets area with around 20 members in attendance, and/or expressing interest in contributing to the SIG. This is in addition to more than 170 industry members of the EMSIG LinkedIn group. The breadth of papers presented as part of the emerging markets track and others presented at the conference with an emerging markets theme has motivated a special issue of the Journal of Hospitality and Tourism Management on the theme of "Expanding the Knowledge Base on Emerging Markets." A special double issue of the Journal of Travel and Tourism Marketing on the theme of Chinese Outbound Tourism is also expected to be published in late 2013. Finally, Robert Li from the University of Southern Carolina will visit Australia in April/May as the second EMSIG Fellow (the inaugural EMSIG Fellow, Bing Pan, visited Australia in May 2012).

Events Studies

Leaders: Judith Mair (Monash) and Michelle Whitford (Griffith)

A special issue of the International Journal of Event and Festival Management has just been published (March 2013). The Event SIG also plan to run a symposium later this year in association with ANZALS and SMAANZ, to follow the successful joint symposium held in 2012 by CAUTHE, ANZALS & SMAANZ. With in principle support from both organizations, the SIG intends to hold the symposium at Griffith University's Gold Coast Campus later in the year. While involvement is expected from industry, local government and academia, the exact theme of the event is yet to be announced.

Teaching and Learning

Leaders: Dianne Dredge (SCU) and Pierre Benckendorff (UQ)

Following two successful workshops at UQ in late 2012 "Embedding Research Skills Development in Tourism and Hospitality Curricula," and "Tourism and Hospitality Education Futures," the SIG will work with THE -ICE Benchmarking Series in 2013 to continue disseminating key issues and research in tourism & Hospitality education. A book contract for "Tourism, Hospitality and Event Curriculum" has also been signed with Routledge. The book addresses a need identified in the recently completed ALTC/OLT project. The editors include two SIG members, Dr Mike Gross and A/Prof Dianne Dredge, along with Prof David Airey. The edited book will have an international audience but include several chapters from CAUTHE members and provides an invaluable networking and learning opportunity.

Tourism Risk, Crisis and Recovery Management

Leaders: David Beirman (UTS) and Brent Ritchie (UQ)

The 2013 CAUTHE Conference included around 20 full and working papers focusing on tourism risk, crisis and recovery. This facilitated a

number of parallel sessions in a range of related topic areas. A meeting was also held at the conference to encourage more people to join the SIG. In terms of industry connections the Australian Emergency Management Institute is launching a learning research network in January 2013 and AEMI's Director of Research and Training, Carolyn Thompson, has expressed interest in working with the SIG. Additionally the Pacific Asia Travel Association offers many opportunities for HDR students and academics to engage in research. PATA, through its Rapid response taskforce has a special interest in risk, crisis and recovery issues which affect the travel industries of the 60 Asia-Pacific nations it represents.

Transport and Tourism

Leaders: Gui Lohmann (SCU) and David Timothy Duval (Winnipeg)

The Transport SIG is hosting a symposium on 6-7 June 2013 at Southern Cross University's Gold Coast campus. The theme of the symposium will follow the established objectives associated with the Transport Special Interest Group, namely (1) to provide an opportunity for scholars and industry professionals with an interest in the intersection between transport and tourism to present papers and communicate initial ideas and thoughts, (2) to establish a routine network amongst interested parties with the intent of fostering research in transport and tourism studies, and (3) provide a venue in which younger scholars, notably graduate students, can test ideas, theories and approaches.

CAUTHE JOURNAL MOVES TO ELSEVIER

Brent Ritchie, CAUTHE Executive Member and Editor-in-Chief of the CAUTHE's official journal reports on its move to a new publisher.

CAUTHE's official journal, the Journal of Hospitality and Tourism Management (JHTM) moves to Elsevier in 2013. Elsevier was chosen by the CAUTHE executive from competitive tenders from three publishers. In making the move the JHTM will join an impressive stable of tourism and hospitality journals including Tourism Management, Annals of Tourism Research and the International Journal for Hospitality Management.

A new editorial team will lead and manage the journal including Editor-in-Chief Associate Professor Brent Ritchie from the University of Queensland, Australia, assisted by Associate Editor (Hospitality) Professor Tom Baum from Strathclyde University, Scotland and Associate Editor (Tourism and Events) Dr Judith Mair from Monash University, Australia. A new international editorial board of approximately 35 established and emerging academics from across the world will also help position the journal as one of the leading tourism and hospitality management journals.

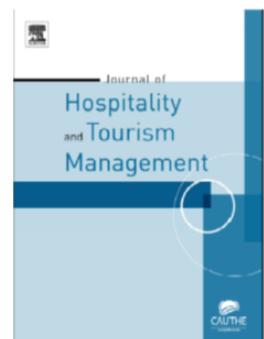
The journal accepts three types of papers - full research articles, research notes and articles for special issues:

- ◆ Full research articles should be between 6,000 - 8,000 words and should report on completed research in the field of tourism, hospitality or events management, development or similar. Qualitative

and quantitative research are both welcomed, as are conceptual papers and systematic reviews.

- ◆ Research notes should report on work in progress or work that has recently been completed and should be between 2,000 - 3,000 words. Research notes should report key findings or methodological innovations, and are intended to provide authors with the opportunity to publish innovative, topical and highly current research in a timely fashion.
- ◆ Special Issues will be commissioned from time to time - submission of full articles for special issues will be invited in response to publicized calls for papers. Authors with suggestions for special issue topics welcome to contact the Editor-in-Chief or Associate Editors.

For details on submitting papers please see the Journal website <http://bit.ly/Z7vUGX>, soon to be launched.



CAUTHE CONFERENCE 2014

The next CAUTHE conference will be held in Brisbane from 10 -13 February 2014 to be hosted by the University of Queensland. The theme of the conference is *Tourism and Hospitality in the Contemporary World: Trends, Change and Complexity*.

Papers are encouraged which address the sub-themes of the conference including:

- ◆ Emerging mega trends and their influence on tourism/hospitality research and education;
- ◆ Environmental change and implications for tourism/hospitality;
- ◆ Technological change and its implications for tourism and hospitality;
- ◆ Emerging markets and experiences;
- ◆ The future of tourism/hospitality education and the workforce;

- ◆ Resilient and adaptive organisations and destinations; and,
- ◆ Tools and methods to understand futures and complexity.

Confirmed keynote speakers include the Secretary-General of the UNWTO Dr Taleb Rifai who will discuss "Tourism Mega-trends to 2030", and Professor Stefan Gössling from Lund University, Sweden, who will speak on *Environmental Change and Tourism*.

The conference promises to deliver an excellent academic and social program and further information about the conference is available on the CAUTHE 2014 website <http://tourism.uq.edu.au/CAUTHE2014/>.

Key Dates

- ◆ Call for papers opens soon
- ◆ Early Bird Registrations open June 2013

WHERE ARE THEY NOW? PART 3

As well as celebrating the 2013 CAUTHE award recipients, in this newsletter we also look back at 2006 and 2007 and hear from the Best Paper winners Professor Tom Baum and Dr David Solnet.

Both are still at the same universities, but what have they been up to since then, and how did the awards make a difference to their careers? It turns out that Tom and David now work together extensively and credit CAUTHE with “match-making for what is proving to be a very fruitful partnership”. CAUTHE Secretary Karen Smith found out more. Next month we’ll be following up with more award winners, including 2005 Best PhD Scholar’s Paper winner Dr Ian Knowd.



Dr David Solnet

Award for Best paper 2007

When David Solnet won the 2007 CAUTHE Award for Best Full Paper for *Employee-customer linkages: a social identification perspective in a hotel industry context* he had only just completed his PhD. He was employed by the University

of Queensland's School of Tourism as a lecturer and Director of Industry Partnerships. He had come from senior management roles in the food service/restaurant sector, and was undecided about his post-PhD career and whether to stay in academia or to build a consulting career.

He said winning the award “helped a lot with credibility – with myself (believing that I actually could belong in the academic community) and with my peers (many of whom saw me as passing through on my way to another career)”. Around the same time David also won Best Paper at iCHRIE and “the two awards gave me credibility and confidence to continue my academic career”.

David decided to stay at UQ and is now the leader of the Hospitality Team within the School of Tourism, and serves as the School's Adjunct Professorial Coordinator. He is able to leverage his industry background to benefit his research and teaching through a range of industry-based relationships which have led to research/consulting projects including an Australian government project to create a tourism employment plan for the Red Centre in the NT, and a number of customer service related projects with Service Skills Australia. He serves on a number of management advisory boards for multi-unit restaurant groups having access to significant research data connecting employee and customer attitudes with financial performance. In addition, he is regularly sought after to provide leadership and management related mentoring for senior industry executives.



Professor Tom Baum

Award for Best paper 2006

In 2006 Tom Baum was attending his first CAUTHE in almost 10 years. Brian King asked him to sit near the front of the opening session: “I, innocently, thought that this was to help fill the forward seats!” Instead, Tom was called

to the stage to receive the Best Paper Award for “Reflections on the nature of skills in the experience economy: challenging traditional skills models in hospitality”.

At that time Tom had just completed 6 years as Head of School in the Department of Hospitality and Tourism Management at Strathclyde University. He commented “the world has changed dramatically since then”, and Tom is now part of University's HRM department: “I'm teaching in the area, researching (as before) HR and workforce issues in the context of our industry and having responsibility for an exciting Masters in International HRM which we are offering in Glasgow and, from September, in Singapore”. He works with a wide variety of international agencies including the ILO, the World Bank, and the EU.

Speaking of winning the CAUTHE award, Tom said “it acted as a platform from which much of my research collaboration with colleagues and universities in Australia and New Zealand was launched. It led me into adjacent areas to those where I have traditionally worked, such as volunteering and events, and has provided real insights into the pleasures and challenges of long-distance collaborative research.”



CAUTHE

Council for Australasian University Tourism
and Hospitality Education

Contact:

CAUTHE secretariat
College of Business
Victoria University
Footscray Park Campus
PO Box 14428
MCMC, VIC, AUSTRALIA 8001
Telephone: +61 3 9919 4413
Email penny.jose@vu.edu.au
Web www.caute.org