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The

CAUTHE

Newsletter

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Welcome from the Chair

Welcome to the first issue of the CAUTHE newsletter for 2017! In this issue, we are pleased to report on our recent highly successful and enjoyable CAUTHE conference hosted by the University of Otago in Dunedin, New Zealand. We also have all the details on our 2018 conference, which we are delighted to let you know will be hosted by the University of Newcastle at their brand new city centre SPACE campus (page 9).

Over the course of the past year, the Executive Committee has been working hard on a number of initiatives outlined in our [2016-2021 Strategic Plan](#), and in accordance with our vision:

Save the Date!

Symposium

21 April 2017
ICT SIG [Research
symposium](#)
[@UniSA](#) – register
now!

MYM

4 August 2017
Mid-year meeting
& PhD workshop
[@Griffith Uni](#), Gold
Coast, QLD

Conference

5-8 February 2018
CAUTHE 2018
conference @Uni
Newcastle, NSW



Chair's welcome cont.

To be uniting scholarly Association for Australian and New Zealand tourism, hospitality and events (TH&E), providing leadership, engagement and support for academics while welcoming links with colleagues from around the world.

Initiatives have included hosting activities aimed to increase membership and participation in the Association and continuing to support and promote our [Special Interest](#)

Groups.

The Executive Committee has developed a range of policies that are now available on the website at [CAUTHE Policies](#) cover topics such as election of office bearers, social media, and grievances and complaints.

We have been working with Chapter members to facilitate a [Peer-review external referencing pilot project](#) based on the TH&E Learning and Teaching Academic Standards.

I have great pleasure in welcoming Professor Marianna Sigala as Editor-in-Chief of CAUTHE's [Journal of Hospitality and Tourism Management](#). We extend our sincere thanks to Professor Marg Deery for all her hard work on behalf of the journal over recent years.

Finally, following member feedback and a successful trial at the University of Queensland in 2016, the upcoming Mid-year meeting will again this year host a PhD workshop. Both events will be held on Friday 4 August 2017 at the Griffith University Gold Coast campus. I look forward to seeing many of you there.

Judith Mair
CAUTHE Chair



Introducing the Executive

The 2017 Executive committee is:

Elected members

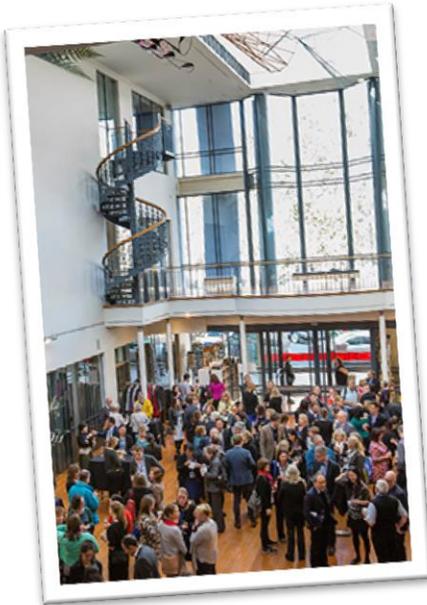
- ✚ Chair – Dr Judith Mair
- ✚ First Vice Chair – Associate Professor Kirsten Holmes
- ✚ Second Vice Chair – Dr Catheryn Khoo-Lattimore
- ✚ Treasurer – Professor Noel Scott
- ✚ Secretary – Dr Dale Sanders

Co-opted members

- ✚ Committee member – Dr Paul Whitelaw
- ✚ Committee member – Dr Kim Williams
- ✚ Chapter liaison – Dr Aise Kim
- ✚ Current Conference Convenor – Dr Tamara Young
- ✚ Immediate Past Chair – Dr Michael Hughes
- ✚ Immediate Past Conference Convenor – Dr Sebastian Filep
- ✚ Kindred Associations liaison – Associate Professor Leonie Lockstone-Binney
- ✚ PhD/ECR bursaries and workshops – Dr Naomi Dale
- ✚ Publications – Professor Marianna Sigala
- ✚ Special Interest Group co-ordinator – Dr Wendy Hillman
- ✚ Public Officer – Jennie Small
- ✚ Secretariat – Penny Jose

CAUTHE 2017 conference

University of Otago, New Zealand, 7-10 February



The Department of Tourism at the University of Otago was delighted to host the 27th Annual CAUTHE conference for the first time in Dunedin, New Zealand earlier this year. Our

theme *Time for big ideas? Re-thinking the field for tomorrow* proved to be popular. The idea of the 'big ideas' theme was to challenge and inspire tourism, hospitality and events educators and researchers, sharing and debating information about staying ahead of the current industry practices. The event attracted 276 delegates. New delegates from Asia, Africa, UK/Europe and North America joined CAUTHE this year, while the delegate numbers from New Zealand and Australia remained strong. The programme schedule contained 224 full and working papers, and eight concurrent sessions.

A range of international and national speakers provided academic and industry perspectives

on global matters, including ethics and sustainability. Our keynote speakers, Professor Emerita Pauline Sheldon (University of Hawaii), Professor Brian King (Hong Kong Polytechnic University) and Ms Lesley Immink (Tourism Export Council of New Zealand) challenged and inspired the delegates with their thought provoking contributions.

CAUTHE 2017 also provided an opportunity to showcase the city of Dunedin, an iconic university city and an increasingly popular tourism destination. A charismatic conference MC, Dunedin City Council Councillor Aaron Hawkins, kept the delegates entertained throughout the event. The delegates enjoyed the conference welcome reception at the Dunedin Public Art Gallery and a gala dinner and awards ceremony at the Dunedin Town Hall. A Historic Warehouse Precinct Walking Tour of the city and Wine Tasting 'tour of New Zealand' proved a popular choice as a post-conference tour.

Many delegates travelled long distances to come to this special part of the world and we are grateful to them for making the event so successful.

Dr Sebastian Filep
CAUTHE 2017 Convenor



[More Conference photos on Flickr](#)



Ambrozio Queiroz Neto, Griffith University

CAUTHE 2017 delivered the best that I could have - opportunity to learn, chance to spread my ideas, great networking and great social moments too. During the PhD/ECR workshop, a special event that preceded the conference, I had the chance to learn how to overcome the issues during my PhD journey. Highly experienced mentors taught me about 'personal online branding' and 'impact and online visibility'; and I was able to discuss with other PhD candidates in order to better assimilate the topics. Apart from all experience that you gain while attending very interesting presentations during the event, your own presentation is the moment that you really grow. In my case, I was both excited and apprehensive to discuss part of the results of my PhD thesis. At the end of the presentation, I could not be more confident with my study. All remarkable achievements were only possible due to the great support from PhD Bursary that I received from CAUTHE. It is highly recommended that PhD candidates and scholars in tourism attend CAUTHE conference.

Faith Ong, William Angliss Institute

I am honoured to receive the 2017 ECR Bursary. This was my third CAUTHE conference, and the one from which I benefited the most. Aside from the eminently useful PhD/ECR workshop that focused on future academic careers, the variety and volume of presentations made it a fulfilling and fruitful experience. The keynote speakers presented thought-provoking addresses, and the depth of discussion in some of the sessions I attended was inspiring.

Award winner testimonials

PhD and ECR bursary winners

Presenting my paper the morning after the gala dinner could have been a daunting experience, but constructive feedback from the audience allayed that apprehension. Throughout the conference, my fellow attendees were warm and welcoming, ready to trade stories and candid advice over the frequent networking sessions built into the programme. I left the conference with renewed vigour for research, and an appreciation for the camaraderie evident in the CAUTHE community.

Hongxia Qi, Victoria University of Wellington

This was my first time to attend an international tourism conference. I was so excited and happy to have CAUTHE 2017 as a wonderful chance to broaden my horizon, network with other scholars, build my research profile, as well as gain invaluable comments from experienced academics to further my research. More importantly, I become more confident with the encouraging feedbacks from other researchers. My supervisors highly recommended this excellent platform to me. I did enjoy myself, develop some productive relationships, and get valuable suggestions for both my PhD research and academic career direction. Winning the bursary is also special to me. Overall, it is a wonderful experience and I find it extremely rewarding to participate in this wonderful conference in Dunedin.

Phoebe Everingham, University of Newcastle

This was my first CAUTHE conference and it was a great experience. To engage with current research from such a diverse range of topics around tourism was exciting, as was the opportunity to network with other academics in my field of research. The PhD workshop enabled me to meet other PhD students and was definitely a highlight. The workshop also gave me insights into what I can expect by pursuing an

PhD ECR workshop

The annual Bill Faulkner PhD/ECR workshop was held on 7 February immediately prior to the CAUTHE 2017 conference. The workshop was led by Catheryn Khoo-Lattimore and Willem Coetzee. It focused on creating a personal research identity, capturing impact and the contributions of these issues to academic career success, grants and funding.

The workshop was opened by Prof Rachel Spronken-Smith, Dean of the Graduate School at the University of Otago, who set the scene by referring to the early stages of her academic career.

Three excellent keynote presentations were delivered in the morning.

- ✚ Professor Marianna Sigala explained why it important to construct an online identity and how technology has changed communication and provided suggestions on how to review presence and the visibility of work online.
- ✚ Associate Professor Pierre Benckendorff then focused on specific characteristics of online visibility such as impact factors, citations analysis, and H-index.
- ✚ Dr Kathryn Sutherland's presentation focussed on the factors influencing early career academic success and what you can do to make it happen.

During afternoon session almost twenty senior academics took time off their busy schedules to mentor 65 attendees.

Following the mentoring session, Professor Graham Miller facilitated a de-briefing session with Marianna Sigala and Kathryn Sunderland on his panel.

Feedback received from delegates was positive. There were suggestions for some more diversity in the speakers and mentors. However, a majority of attendees voiced their appreciation towards all the speakers and the mentors and the role of this workshop in their careers.

Willem Coetzee and Catheryn Khoo-Lattimore

Phoebe Everingham, cont.

academic career, advice on how to present my research and teaching experience when applying for jobs, and also valuable information regarding building an online identity. PhD students can benefit so much from the conference and the opportunities it presents. I came away feeling I had extended my network of academic contacts, and broadened my mind around how important tourism research is in a contemporary global context. I also really enjoyed the Special Interest group session where I have made invaluable connections with others in my field, and most importantly I have made friends along the way. I

definitely feel part of the CAUTHE community and am looking forward to the next one.



More [PhD & ECR workshop photos on Flickr](#)



L to R: Pierre Benckendorff, Ambrozio Queiroz Neto, Kim Williams, Emma Stewart, Tamara Young, Leo Jago, Gabby Walters

2017 Award winners

Best Paper

Associate Professor Pierre Benckendorff & Mengya Shu (Lavender), The University of Queensland, *Playing the numbers: Research impact benchmarks for tourism, hospitality and events scholars*

Best PhD Scholar's Paper

Ambrozio Correa de Queiroz Neto, Griffith University, *Re-thinking destination competitiveness: The investigation of customer value in scuba diving tourism*

Best Posters

Dr Kim Williams, William Angliss Institute, *Wine tourism in South Africa: a snapshot of human resource practices of cellar door management*

Dr Emma Stewart, Johannes Welling, Stephen Espiner & Dr Jude Wilson, Lincoln University, *Comparing motives of glacier tourists to Westland Tai Poutini National Park, New Zealand and Vatnajökull National Park, Iceland*

Journal of Hospitality and Tourism Management

Best Paper Xinyuan Zhao, Richard Ghiselli, Rob Law & Jing Ma *Motivating frontline employees: Role of job characteristics in work and life satisfaction.*

See all [CAUTHE award winners](#)

CAUTHE Fellows

Fellows award

This year, Fellows received the strongest field of nominations for the Fellows Award since the award was introduced. Whilst this is a most pleasing situation, the job of picking an overall winner was considerably more difficult than in previous years. After much discussion, Dr Gabby Walters from the University of Queensland was selected as the Award winner with Dr Tamara Young from Newcastle University receiving a special Commendation. Gabby and Tamara (pictured above) are outstanding young academics who have already made substantial contributions to the fields of hospitality and tourism.

New Fellows

Three new academics were elected as Fellows at the CAUTHE 2017 Conference for their substantial contributions to CAUTHE and to Tourism and Hospitality education and research. The new Fellows appointed this year are (pictured right, L to R) Professor Noel Scott (Griffith University), Professor Brent Ritchie (University of Queensland) and Professor David Simmons (Lincoln University). Existing Fellows are delighted to welcome these three new appointments.



Where are they now?

2007 | Best paper award winner | Conference convenor

David Solnet, University of Queensland

Ten years ago wow! Seriously! That sounds like such a long time ago – yet I can remember that night so clearly, especially the moment when my name was read out as the winner of the Best Paper award. That was an important moment for me as that paper was drawn directly from my PhD work and gave me confidence and validation that the work I had done, the learning I had experienced, was indeed valuable. It also gave me confidence and was influential in my decision to stay in academia – as my initial plan was to complete my PhD and move into an industry/consulting career.

Since then I have been gifted many outstanding opportunities to continue pursuing things that are important to me. In research, I became a part of a vibrant research team in the area of the tourism workforce (along with Professor Tom Baum and Dr Richard Robinson and Dr Anna Kralj). In teaching, I became a passionate advocate for service management (I love teaching that subject and recently wrote a textbook!). And in the context of service to the university, I am now privileged to have a leadership role in the UQ Business School as the head of the tourism discipline. This offers me the great opportunity to help others, open doors and advocate for the sustained presence of tourism/hospitality/events management teaching and research in one of Australia's elite Group of Eight universities. Indeed – I feel lucky and blessed – and thank all of my colleagues and UQ and in the CAUTHE community for continual support and encouragement. Sometimes just one small unexpected (such as writing a conference paper!) can alter your life journey!



Ian Macdonnell, UTS, Sydney (retired)

Ten years ago I welcomed CAUTHE members and many others to Sydney's seaside suburb of Manly. I must have been impressed by the experience because I now live there. I used the experience of convening the 2007 conference in many of my event management lectures, and Business Events Sydney made me an ambassador, which among other duties gives me an excellent dinner once a year.

I retired in 2012 at the ripe old age of 67, after Routledge published my text - Event Sponsorship - which event management lecturers may find useful. Since retirement, I have spent two or three months each year working as a cruise ship enrichment lecturer, where I enrich the passenger experience by discussing the history, culture, economics and attractions of the countries visited. Last year I had seven visits to Vietnam, and the picture shows my wife and I exploring the Hoi An river, which took me

Information & Communication Technologies SIG
21 April 2017 @University of South Australia

[Registration and program now available](#)

or e-mail Prof Marianna Sigala
Research Symposium Chair

Journal of Hospitality and Tourism Management

The Journal (JHTM) is growing from strength to strength and this is reflected in various metrics, such as number and quality of manuscripts submissions, paper downloads, citations of published papers and international authorship of papers. This success is due to the hard work and support of many, including Associate editors, editorial board, authors, the reviewers, journal publisher and contributors.

I would particularly like to thank Professor Marg Deery, recently stepped down from her role as Editor-in-chief. Marg continues to be with the Journal as a member of the editorial board. Thank you Marg!

We have undertaken some changes, while further initiatives are being planned. The Journal has welcomed Leonie Lockstone-Binney, Associate Editor (Tourism). We have restructured, updated and increased the editorial board to make it more international and multi-disciplinary. This will cater for the international promotion of the journal and also the review of the increasing variety of papers being submitted.

The Journal now features a book review editor position. If you have published a new book, please consider JHTM as an outlet for a book review and ask your publisher to send us an inspection copy so that we can publish a book review.

The annual awards for the best paper, the two highly commended papers and the best reviewers were launched this year. The awards aim to reward the authors and reviewers who have helped make the journal an outstanding title. The awards are presented during the gala of the annual CAUTHE conference. Free access to the award winning papers will be granted for a certain period of time to support their readership and citation, as well as the promotion of the journal. See [2016 JHTM awards](#).

Please do not hesitate to contact me, should you have any suggestions.

Prof Marianna Sigala
Editor-in-Chief (JHTM)



Kindred Associations

SMAANZ

[2017 SMAANZ Conference call for papers](#)

The 2017 annual conference will take place in sunny Queensland on 29th November-1st December, in partnership with Griffith University. To celebrate the 2018 Commonwealth Games hosted by the Gold Coast, the Conference theme is 'Places, Events and Sport: Going for Gold'. Presentation abstract deadline 12 June.

[Webinar programme](#)

SMAANZ will run two webinars in 2017 on translation of research into classroom teaching and core research. Attendance is free and open to all. Keep an eye on our social media accounts for further information

[HDR Mid-Year Conference](#)

All HDR students are invited to participate in the one-day Mid-year conference at Victoria University, Melbourne on Friday 7 July. Contact [Katherine Raw](#) (HDR Representative)

[Sport Management Review Special Issue: Managing Sport for Health](#)

Call for Papers for this Special Issue is now open, with article submissions due on or before 15th September 2017.

For more information on SMAANZ activities, please visit the [website](#) or follow us on social media: Twitter @SportScholars, Facebook or LinkedIn

CAUTHE 2018 conference

We are delighted to announce the CAUTHE 2018 conference to be hosted by the University of Newcastle, Australia, from 5-8 February 2018. The theme of the conference is *Get Smart: Paradoxes and Possibilities in Tourism, Hospitality and Events*.

CAUTHE 2018 will bring together researchers from across the globe to focus a critical lens on the creation and generation of knowledge in tourism, hospitality and events. The conference promises to deliver an outstanding academic program, with subthemes focused on the juxtapositions that emerge when new and alternative knowledges challenge conventions in the experience and development of tourism, hospitality and events.

The host city of Newcastle is the heart of the famous Hunter Region, located only 160 km north of Sydney and easily accessible by car or train from Sydney, or through direct flights to Newcastle Airport. Newcastle is surrounded by spectacular beaches and is home to a vibrant university culture, thriving arts scene and an emerging innovation ecosystem. Newcastle has been acknowledged as a global top ten city to visit by Lonely Planet, and was recently identified by National Geographic Traveller Magazine as an emerging global smart city excelling in the challenges of the twenty first century.

The launch of the CAUTHE 2018 website and the first Call for Papers will take place in early April and keynote speakers announced by 31 May. For more information

about the conference see the Conference website and Facebook.

For more information about Newcastle:

 [Visit Newcastle](#)



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