**CAUTHE 2010 CONFERENCE PROGRAM**

**Monday 8 February 9.00am PhD WORKSHOP**

**Monday 8 February 4.00pm CONFERENCE REGISTRATION OPENS**

**Monday 8 February 6.30pm WELCOME FUNCTION**

**Drinks & canapés until 8.00pm.**

**Dinner, own arrangement**

**TUESDAY 9 FEBRUARY**

**7.30am HEADS OF SCHOOL BREAKFAST Restaurant**

**8.00am REGISTRATION Mezzanine**

**9.00am PLENARY SESSION Ballroom 3**

**Welcome and Official Opening**

**Keynote Address**

“*Future issues in education:  the way forward for tourism, hospitality and events*” – Pauline J. Sheldon, PhD, Professor of Tourism at the School of Travel Industry Management, University of Hawaii.

Professor Sheldon’s address is supported by the CAUTHE Fellows.

 “*The right traveller: travel careers of the highly involved*” – Professor Don Getz, School of Tourism, University of Queensland & Haskayne School of Business, University of Calgary

“*Tourism and communities: understanding and managing limits to tourism growth*”, Dr Claire Ellis PhD, Director Infrastructure and Industry Development, Tourism Tasmania & Professor Margaret Deery PhD, Centre for Tourism and Services Research, Victoria University

**11.30am MORNING TEA Mezzanine**

**12.00 noon CONCURRENT SESSIONS - 1**

**1.30pm LUNCH Mezzanine**

**2.30pm CONCURRENT SESSIONS - 2**

**4.00pm CAUTHE Annual General Meeting Ballroom 3**

**5.30pm BUSES DEPART FOR GOVERNMENT HOUSE RECEPTION**

**6.00pm RECEPTION GOVERNMENT HOUSE**

 **Buses return 7.10pm DINNER Own arrangements**

**WEDNESDAY 10 FEBRUARY**

**8.00am REGISTRATION Mezzanine**

**9.00am CONCURRENT SESSIONS - 3**

**10.30am MORNING TEA Mezzanine**

**11.00am CONCURRENT SESSIONS -4**

**12.30pm LUNCH Mezzanine**

**1.30pm CONCURRENT SESSIONS - 5**

**3.00pm AFTERNOON TEA Mezzanine**

**3.30pm SPECIAL INTEREST GROUPS**

**5.45pm CONFERENCE DINNER Brooke Street Pier**

 Board *Peppermint Bay 2* to travel to Peppermint Bay Return at 10.00pm, arriving back at Brook St, 11.00pm

**THURSDAY 11 FEBRUARY**

**8.00am REGISTRATION Mezzanine**

**9.00am CONCURRENT SESSIONS - 6**

**10.30am MORNING TEA Mezzanine**

**11.00am CONCURRENT SESSIONS - 7**

**12.30pm LUNCH Mezzanine**

**1.30pm PLENARY Ballroom 3**

**2011 Conference Presentation**

 **Keynote address**

“*The future of Antarctic tourism*” – Dr Phillip Tracey, Senior Policy Adviser at the Australian Antarctic Division

Forum – “The Research Agenda for Tourism and Hospitality”

“*Towards a national tourism research agenda for Australia*” – Professor David Simmons, Director of Research at the Sustainable Tourism Co-operative Research Centre and panel

**4.30pm CLOSE**

|  |  |
| --- | --- |
| **DAY ONE: TUESDAY 9 FEBUARY 2010** | **12.00 - 1.30 pm SESSION ONE** |
| **Demand & Marketing - Demand Modelling** | **Destination Management – Tourism and Cities 1**  | **Ethics, Environment & Sustainability – Climate Change & Tourism** | **Tourism & Hospitality Education - Strategic Issues**  | **New Directions for Tourism and Hospitality Theory 1**  | **HR - Tourism & Hospitality**  |
| **Ballroom 1**Chair: Alfred Ogle | **Ballroom 2**Chair: Peter Murphy | **Ballroom 3**Chair: Terry Brown | **Room 4**Chair: Nina Mistilis | **Chancellor Room 6**Chair: Jennie Small | **Harbour View Room 2**Chair: Alison Morrison |
| “*Tourism demand forecasting and aggregation*” - Jae Kim & Haiyan Song.“*Multivariate exponential smoothing for forecasting tourism arrivals to Australia and New Zealand*” - George Athanasopoulos & Ashton de Silva. | "*Tracking the paths of visitors to London*" - Deborah Edwards, Bruce Hayllar & Robert Maitland  | “*Australia's Carbon Pollution Reduction Scheme (CPRS): impacts on the tourism industry*”- Serajul Hoque, Peter Forsyth, Larry Dwyer and Ray Spurr | “*Faculty perceptions of quality in undergraduate hospitality, tourism, and leisure programs: a comparison between Taiwan and the UK*” - Chih-Ching Teng, Jeou-Shyan Horng & Tom Baum | “*Destination choice by young Australian travellers: a theoretical explanation to a practitioner problem*”- Clifford Lewis, Alan Pomering and Greg Kerr | *“Strategic human resource management in Malaysian five star hotels: ‘Best practise’ or environmental ‘fit’?* “- Rozila Ahmad, Noel Scott & David Solnet |
| “*Modelling Australian domestic and international inbound travel: a spatial temporal approach*” - Minfeng Deng & George Athanasopoulos. | "*Popular culture and the re-imaging of cities: projecting Errol Flynn"* - Warwick Frost | “*Adaptation to climate change risks for the South Pacific tourism sector*”- Min Jiang et al | “*Tourism and hospitality education in Australia: emerging issues and future prospects*” - Steve Craig-Smith & Brian King | “*Where’s dad? Challenging the limits of true gender scholarship in family tourism research.*’- Heike A. Schaenzel and Karen A. Smith | “*Gen-gagement”: Generational differences in employee engagement*” - Anna Hood & David Solnet |
| “*Forecasting the demand for Hong Kong tourism: the view of experts*” - Haiyan Song, Stephen Witt & Vera Lin. | "*City spaces, functional spaces: functions of urban tourism precincts*" - Kate Schlenker, Deborah Edwards & Tony Griffin | “*Using the Delphi approach to determine climate change adaptation strategies for Victoria’s Surf Coast*”- Ryan Jopp, Terry DeLacy and Judith Mair | “*Strategic development of tourism education in Cambodia: a comprehensive framework*” - Simon Pawson | “*An investigation into the influence of adolescents on family decision making*”- Micaela Spears and Outi Niininen | “*An exploratory study in the motivation to stay versus the motivation to go for chefs employed in remote Tasmania*” - Leigh Styles, Amanda J Daly & Megan Woods |
|  | "*Examining the performance of urban destinations: the case of Sydney*" - Deborah Edwards, Tracey Dickson, Tony Griffin and Bruce Hayllar | “*Challenges for growing Tuvalu’s tourism industry*”- Bruce Prideaux and Karen Elizabeth McNamara | *“Factors impacting on the tourism and hospitality student experience: balancing life and study at Southern Cross University”* - Michele Day & Maree Walo | “*Tourism and national identity: a conceptual framework”* - Leanne White and Elspeth Frew | *“Human resource issues and industry trends in the UK conventions and exhibitions industry” -* Adele Ladkin & Vivienne McCabe |
|  |  | “*An elicitation study to explore attitudes towards purchasing carbon offsets for flights” –* Judith Mair & Emma Wong |  |  |  |

|  |  |
| --- | --- |
| **DAY ONE: TUESDAY 9 FEBUARY 2010** | **2.30 – 4.00 pm SESSION TWO** |
| **Demand & Marketing - Tourism and Marketing Communications**  | **Destination Management – - Tourism and Cities 2** | **Ethics, Environment & Sustainability – Heritage Tourism**  | **Tourism & Hospitality Education -– Curriculum Innovation**  | **Heritage Tourism – World/National Heritage**  | **Food Industry**  |
| **Ballroom 1**Chair: Haiyan Song | **Ballroom 2**Chair: Deborah Edwards | **Ballroom 3**Chair: Larry Dwyer | **Room 4**Chair: Stephen Craig-Smith | **Chancellor Room 6**Chair: Jennifer Laing | **Harbour View Room 2**Chair: Paul Whitelaw |
| “*Twitter twitter – but who is listening? A review of the current and potential use of twittering as a tourism marketing tool*” - Brian Hay | "*Politics of tourism and the resident/tourism relationship: a case study of Fremantle, Western Australia*" - Sarah Veitch | “*Tourism suppliers’ attitudes towards policy affecting tourism development in Natural World Heritage Areas: a case study of commercial tour operators in New South Wales, Australia*”- Po-Yu Wang | *“Educating students through an innovative knowledge exchange based internship*” - Noreen Breakey, Richard Robinson, Lisa Ruhanen & Stephen J. Craig-Smith | “*World Heritage-themed souvenirs for Asian tourists: Asian modernity melds with Macau cultural heritage*”- Hilary du Cros | “*Globalization versus localization strategies of international food service firms*” - Jimmy Chiang & Prakash K. Chathoth |
| “*Permission email marketing as a vehicle to connect with the local community in a destination: a case study*” - Alana Iles & Allison Anderson | "*Is Toowoomba (Australia) challenging the limits?*" - Sharlee McLennan, Lisa Ruhanen, Tien Pham & Brent Ritchie | “*Understanding the geotourism market*“- Aise KyoungJin Kim & Graham Brown | “*Indigenous Australia and tourism education: an exploratory analysis of Indigenous cultural content in undergraduate tourism curricula*” - Andrew Peters | “*The forgotten heritages of Penang, Malaysia: potentials, threats and challenges for conservation*”- Ngai Weng Chan. | “*An integrated approach to research and innovation in food production*” - Svetlana Rodgers |
| “*Hotel advertising: the case of an Australian airline in-flight magazine*” - Alfred Ogle & Jeremy D’Gama | "*Short-break holidays: a competitive destination strategy*" - Peter Murphy & Outi Niininen | “*Sink it: but will they continue to come? The future of artificial dive tourism in Australia*”- Vikki Schaffer and Meredith Lawley | *“Incorporating service learning into New Zealand hospitality education: benefits and issues”* *-* Alisha Aldridge, David Williamson & Irene Ryan | “*World Heritage or National Park? Visitor preference for protected area brands*”- Lisa King & Bruce Prideaux | “*Indian cuisine in Australia: ‘EMUfication’ of the peacock?”* - Jeremy D’Gama & Alfred Ogle |
| “*Marketing communications in tourism: state of the art and future research issues*” - Scott McCabe & Stephen Pratt | "*Cultural and festive activity as brand salience for the creative city destination: a case study of the UNESCO* | “*Visitor loyalty at a private South Carolina protected area*” – David B Weaver & Laura J Lawton | “*The significance of Wrest Point in Tasmania’s tourism & hospitality industry*” – Dirk Reiser & Graeme Tonks | “*World Heritage site listing: whose values?*”- Trevor Sofield | “*Rural and regional Australian pubs and the tourism industry*” – Julie Carmody |
|  | *City of Literature*" - Martin Robertson |  |  |  |  |

|  |  |
| --- | --- |
| **DAY TWO: WEDNESDAY 10 FEBUARY 2010** | **9.00 – 10.30 am SESSION THREE** |
| **Demand & Marketing - Tourist Consumer Behaviour**  | **Destination Management – Managing Tourism Destinations 1**  | **Ethics, Environment & Sustainability – Medical Tourism** | **New Directions for Tourism and Hospitality Theory 2**  | **HR - Cruise and Aviation**  | **Tourism and Hospitality Education Forum** |
| **Ballroom 1**Chair: Harmen Oppewal | **Ballroom 2**Chair: Brent Ritchie | **Ballroom 3**Chair: Anne Hardy | **Chancellor Room 6**Chair: Shirley Chappel | **Room 2**Chair: Alison Morrison | **Room 4**Chair: Paul Whitelaw |
| “*Talkin’ bout your generation’s travel: a conceptual model of generational cohort consumer behaviour*” - Sarah Gardiner, Debra Grace & Ceridwyn King | "*Using festivals and events to trigger the renaissance of a mature tourism destination: the case of Portimao*" - Adao Flores | “*Rock, reef, rejuvenation? A scoping study of medical and wellness tourism in Australia*”- Jennifer Laing et al. | “*Acknowledging generation and gender in critical tourism studies.”-* Heike A. Schaenzel | “*All I need is to be respected! Crew experiences and job commitment in the cruise industry*” - Svein Larsen | Discussion of the ALTC project: Mapping the Tourism and Hospitality curricula |
| “*Recall of festival consumption emotions*” - Jiyeon (Jenny) Lee & Gerard Kyle | "*The dilemma of a paradise destination*" - Aishath Shakeela, Noreen Breakey & Lisa Ruhanen | “*Medical tourism: a comparison of Australian, French, South Korean medical and health tourists to Thailand*”- Kenneth E. Miller and Uraiporn Kattiyapornpong | “*Young women and their physical appearance on holiday*”- Jennie Small | “*Do growth mindset supervisors create a better work environment? Exploring the cruise line work environment.*” – Einar Marnbur et al |
| “*Inside the tourist mind: a study of immediate satisfaction*” - Sebastian Filep | "*Volunteers and tourism destination services*" – Karen Smith & Kirsten Holmes | “*Barriers to medical tourism development: the case of Hong Kong*”- Vincent C. S. Heung and Deniz Kucukusta | “*Practice what you teach: using critically reflective practice in teaching sustainable tourism planning*”- Erica Wilson | *“Cultural perceptions and job outcomes in cruise lines: are culture perceptions that important?” -* Torvald Øgaard,Svein Larsen & Einar Marnbur |
| “*Effect of enduring involvement on the benefits from a dark tourism experience*” - Eun Jung Kang, Noel Scott, Timothy Lee & Roy Ballantyne | "*Where is Waldo? Uncovering the role and profiling the destination manager*" - Adao Flores | *“Leisurely pursuit or hard work? Theorising health and medical tourism”, -* Peta Cook | *“Spaces, things and identity’. Material simulacra in Khao Road”* – Neil Walsh  | *“From upper-class to underclass. Working the skies: representations and reality, 1930 – 2010” –* Tom Baum |

|  |  |
| --- | --- |
| **DAY TWO: WEDNESDAY 10 FEBUARY 2010** | **11.00 – 12.00 pm SESSION FOUR** |
| **Demand & Marketing - Tourist Decision Making**  | **Destination Management - Managing Tourism Destinations 2**  | **Ethics, Environment & Sustainability – Host Communities and Tourism**  | **Tourism & Hospitality Education – Capabilities & Assessment**  | **Heritage Tourism – Heritage & Tourism** | **New Directions for Tourism and Hospitality Theory 3** |
| **Ballroom 1**Chair: Brian Hay | **Ballroom 2**Chair: Noreen Breakey | **Ballroom 3**Chair: Betty Weiler | **Chancellor Room 4** Chair: Marg Deery | **Room 2**Chair: Trevor Sofield | **Chancellor Room 6** Chair: Neil Walsh |
| “*Observations of tourists’ in-destination decision making processes: a perspective from New Zealand*” - Kevin Moore, Jude Wilson, Clive Smallman & David Simmons. | "*Risk perception and destination choice: the case of Australian travellers and the Middle East*" - Mona Sharifpour & Gabrielle Walters | “*Using complex adaptive systems to investigate Aboriginal-tourism relationships in Purnululu National Park: exploring the role of capital*”- Jennifer Strickland-Munro, Susan A. Moore & Helen Alison | *“Challenging undergraduate hospitality students: the use of debates as interactive teaching and assessment tools”* - Johan Edelheim | “*A study of battlefield tourists in Leper, Belgium*”- Caroline Winter | “*Dance in society: opportunities for tourism research*”- Elspeth Frew and Kim Williams |
| “*Risk reduction on perceived destination risk associated with international travel: a modelling approach*” - Ruth Yeung & Wallace Yee. | "*The role of innovation in Norwegian tourism*" - Xiang Ying Mei, Charles Arcodia & Lisa Ruhanen | “*Implementing Green Globe Lite on a regional scale: results from a Tasmanian tria*l”- Anne Hardy and Gerry White | *“Developing tourism and hospitality graduate attributes in a university undergraduate commerce program”* - Nina Mistilis | “*Place attachment and heritage tourism: the case of Australian tourism attachment to Gallipoli*”- Anne Eastgate | “*A re-examination & re-conceptualisation of residents’ reactions towards tourism*”- Jojn Ap and Dan Musinguzi |
| “*In what conditions is a price increase perceived as fair? An empirical investigation in the cable car industry*” - Thomas Bieger, Isabelle Engeler & Christian Laesser. | "*Understanding location placement and film tourism through persuasive communication research*" - Eugene Thomlinson | " *Promoting visitors’ environmental attitudes*" - Aise Kyoungjin Kim | *“Culture induction, hospitality culture capabilities and Australian bachelor degrees in Hospitality Management”* - Stuart Wiggins | “*Education and storytelling about the Great War: the ‘Son et Lumière’ in Pozières, France*”- Caroline Winter | “*Reading Tasmania: creative literature and interpretation*”- Shirley J. Chappel |
| “*Modelling the tourism consumer destination choice process*” - Twan Huybers, Harmen Oppewal & Geoffrey Crouch. | *“The Gippsland tourism market’s response to the 2009 Black Saturday bushfires” -* Gabrielle Walters | “*Confronting the recalcitrant tourist*” - Terry J Brown | *“Using technology in assessments: the student experience”* - Elisa Backer | “*Iconic Australia: ANTA travel posters from the 1930’s to the 1960’s*”- Julie Nixon and Gary Best | “*Visiting ‘home‘: aboriginal cultural tourism and the value of intimacy*.”- Mark Galliford |
|  |  |  |  |  |  |

|  |  |
| --- | --- |
| **DAY TWO: WEDNESDAY 10 FEBUARY 2010** | **1.30 – 3.00 pm SESSION FIVE** |
| **Demand & Marketing - Miscellaneous** | **Destination Management - Planning for Tourism in Destinations** | **Ethics, Environment & Sustainability – Tour Guiding & Interpretation**  | **Hospitality & Hotel Management**  | **Tourism Research Agenda** | **Tourism and Hospitality in China** |
| **Ballroom 1**Chair: Stuart Crispin | **Ballroom 2**Chair: Gabrielle Walters | **Ballroom 3**Chair: Thomas Bauer | **Room 2**Chair: Tom Baum | **Room 4**Chair: David Simmons | **Room 6** Chair: Peter Murphy |
| “*What’s in a name: a review of popular new words to describe holidays: a clever marketing ploy or a pointless waste of time*?” - Brian Hay | "*Integrating tourism and climate knowledge for destination adaption: challenges in the identification of knowledge gaps at the regional level*" – Pascal Tremblay | “*Exploring practitioner conceptualisations of professionalism among Australian ecotour guides*”- Sandra Sun-Ah Ponting, Stephen Wearing and Rosemary Black | “*Reframing hospitality service production: action spaces*” - Genevieve Lovell | “*The nomadic place of tourism research: realising the impact of tourism in the UK Research Assessment Exercise and Research Excellence Framework*“ – Cara Aitchison | *“An experiential portrait of economy in hotels in China”* - Songshan (Sam) Huang |
| “*Serving those less able: are we up to it? Catering for aging and disabled travellers*” - Denise Schitko “*Applying social marketing techniques to perceptions of concession areas in Kruger National Park*” - Alexandra Coghlan | "*Shortcomings of landscape planning approaches in regard to developing tourism: Setiu, Malaysia*" - Asra Zaliza Asbollah | “*Visitor responses to interpretive signage at the Chengdu Research Base of Giant Panda Breeding: a comparison of Chinese and Western visitors*”- Jan Packer, Karen Hughes and Roy Ballantyne | “*The application of hospitality and hotel management principles and practices to NSW hospital emergency departments*” – John Jenkins | “*The Distorted Mirror: applying the pragmatic paradigm to end-user research*” – Alex Coglan & Bruce Prideaux | “*China’s travel agency regulations: evolution and impacts on Asia-Pacific tourism*” - Songshan (Sam) Huang |
| “*Australian Cycle Tourists - Who are they? And how do they choose their cycling destinations using online technology*?” – Denis Puniard | *"Creating new tourism destinations: the paradox between niche tourism destinations, sustainability and diverse stakeholders: cases from Wales*" – Andrew Jones | “*The Savannah Guides: a tour guiding model for regional Australia?”-* Julie Carmody, Lisa King and Bruce Prideaux | *“The effect of interventions on the environmental behaviour of motel guests” –* Judith Mair & Susanne Bergin Seers | *“Exploring the limits of tourism research collaboration: a social network analysis of co-authorship patterns in Australian and New Zealand tourism research” –* Pierre Benckendorff | “*An examination of the development of a Chinese domestic hotel firm*” - Michael Gross, Sam Huang |
| ‘*Improved measurement of regional dispersal of tourism’* - Tay R. Koo | *“The limits to inter-business collaboration in remote tourism regions: a case study in Northern Australia”* – Pascal Tremblay | “*Managing a sustainable film tourism industry*”- Anne Buchmann | “*The world’s most successful tourist restaurant*” - Neil Leiper & Maxine Hawker |  | “*China’s outbound tourism as a way of ordering*” – Tony Tse |

|  |  |
| --- | --- |
| **DAY THREE: THURSDAY 11 FEBUARY 2010** | **9.00 – 10..00 pm SESSION SIX** |
| **Demand & Marketing - Understanding Tourist Types**  | **Destination Management - Destination and place marketing**  | **Ethics, Environment & Sustainability – Sustainable Management**  | **New Directions for Tourism and Hospitality Theory 4**  | **Sport & Events Tourism 1** | **Miscellaneous Papers** |
| **Ballroom 1**Chair: Stuart Crispin | **Ballroom 2**Chair: Malcolm Wells | **Ballroom 3**Chair: Rosemary Black | **Chancellor Room 6**Chair: Mark Galliford | **Chancellor** **Room 4**Chair: Richard Shipway | **Harbour View Room 2**Chair: Pascal Tremblay |
| “*In search of Australia’s missing tourists*” - Ewen Michael. | "*Place-based marketing: influence of dominant ownership type on place image*" - Daisy Dawson, Joanna Fountain & David Cohen | “*Ecotourism & strategic management*” – Stuart Crispin & Mark Wickham | ”*Conceptualising a contemporary marketing mix for sustainable tourism marketing*”- Alan Pomering, Lester W. Johnson and Gary Noble | “*Event governance: the rhetoric and reality of the World Rally Championship, Northern Rivers, NSW*”- Dianne Dredge et al. | ““*Coming home: the effects of the volunteer tourism experience on the volunteer*” – Simone Grabowski & Stephen Wearing  |
| “*The relationship of VFR travellers with tourism industries*” - Elisa Backer. | "*Snapshots on destination image formation*" - Andreas Zins | “*Sustainable tourism management: learning from Antarctica*”- Thomas G. Bauer  | “*Beyond the boundary: what do we know of tourism, the business of illusion- and delusion?*”- Brian Wheeller | “*Event segmentation: a research agenda*” - Aaron Tkaczynski & Sharyn Rundle-Thiele | “*Long distance walks: where are they going?*”- Robert Saunders, Betty Weiler and Jennifer Laing |
| “*A study of Australian outbound international tourism*” - Neelu Seetaram. | "*Regional planning and resilient futures: destination modelling and tourism development - the case of the Ningaloo Coastal region, Western Australia*" - Tod Jones, John Glasson & David Wood | “*Limits to tourism and recreation in water catchments*”- Jack Carlsen and Michael Hughes | “*Risk perception in travel: a conceptual framework*” – Sarah Ryu & Segu Zuhair | “*Finding new ways of evaluating the socio-cultural impacts of festivals and events*”- Phil Rogers | "*Network Approach to tourism: a preliminary analysis of how to avoid strategic drift in an increasingly changing market environment*" - Ehsan Uddin Ahmed |
| “*Distinctions between short and long breaks*” - Carmel Herington, Bill Merrilees & Hugh Wilkins. | “*Critical success factors of crisis management in tourism: a case study of political crisis in Thailand*” – Kom Campiranon | "*And then there was water: the role of fresh water in regional tourism*" - La Vergne Lehmann |  | “*The employment of event management graduates by event companies: an adoption of innovations perspective.*”- Miguel Moital and Danielle Cooper | “*Understanding the importance of governance in tourism policy making: A model for consideration*” - Tzu-Wen (Carol) Hsu & Robert Inbakaran |
|  |  |  |  |  |  |

|  |  |
| --- | --- |
| **DAY THREE: THURSDAY 11 FEBUARY 2010** | **9.00 – 10..00 pm SESSION SEVEN** |
| **Demand & Marketing - Customer Satisfaction & Relationship Marketing** | **Destination Management - Methodology to Manage Tourism Destinations**  | **Ethics, Environment & Sustainability – Special Interest Tourism**  | **Tourism & Hospitality Education – Careers**  | **Heritage Tourism – World/National Heritage** | **Miscellaneous Papers** |
| **Ballroom 1**Chair: Elisa Backer | **Ballroom 2**Chair: Sarah Veitch | **Ballroom 3**Michael Gross | **Chancellor Room 4**Chair: Tom Baum | **Harbour View Room 2** Chair: Trevor Sofield | **Chancellor Room 6** Chair: Richard Shipway |
| “*Value equity as a customer satisfaction driver in tourism settings*” - Ip Kin (Anthony) Wong, Mark Rosenbaum & Ruth Mo Wah Yeung | "*An evolutionary network approach to rethinking resort governance: a conceptual framework*" - Alison Gill & Peter W Williams | “*Sustaining what? The Ethics of managing wildlife-tourism interactions*”- Georgette Leah Burns, Jim MacBeth and Susan Moore | *“The relations between career perception and career choice tendency for college students majoring in the tourism and hospitality industry*“- Cheng-Ping Chang & Ni-Fang Chen | “*Exploring the links between cultural heritage and wine tourism*”- Warwick Frost, Jennifer Laing & Keir Reeves | *“Getting more out of sport events: leveraging strategies and the Sydney World Masters Games sport development outcomes*” - Alana Thomson |
| “*Hotel restaurant dining: the relationship between perceived value and intention to purchase*” - Ann Suwaree Ashton & Noel Scott | *"Comparing pictorial and verbal scales for city destination management*" - Iiona Pezenka & Anke Schneider | “*The Italian agritourism model - government intervention, branding, and product development: Implications and recommendations for developing agritourism in Australia*”- Pauline Porcaro | *“The exploration of a career path for cellar door personnel in the wine tourism sector* “- Kim Williams | “*Revitalising a hidden treasure: wine heritage tourism in the Grampians, Australia*”- Keir Reeves | “*Rural community development through adventure-based sport tourism: some general lessons from the Canadian experience*”- Mark Lowes |
| “*Relationship selling and the service performance of casino frontline employees*” - Catherine Prentice & Brian King | "*Using multidimensional item response theory to measure efficiency of pictures for emotional city*“ - Christian Weismayer & Iiona Pezenka | “*The use of green products: tourist attitudes, motivations and behaviour*” – Leo Jago, Marg Deery & Judi Inglis | *“The Boundaryless Career: hotels had it first”* - Shelagh Mooney & Irene Ryan | “*Where/how does this bit fit? Museums, heritage and tourism in New Zealand’s local government jigsaw*”- Jane Legget | “*Happy sails or flappy sails: sports tourism at an international sailing federation World Cup event*”- Holly Henderson”  |
| “*What is the future for corporate hospitality post the GFC? An appraisal of the marketing effectiveness of corporate hospitality*” - Colin Drake | “*Re-visiting the Tourism Crisis Life Cycle Mode*l’ - Micaela Spiers & Outi Niininen | “*Identifying the ecotourist market using the core criteria of ecotourism: is there a true ecotourist that seeks nature, learning and sustainability?”-* Narelle Beaumont | *"Mentoring an essential tool for developing graduate knowledge*” - Rajka Presbury, Mathew Hardy & Nicolette Le-Grange | “*Innovation in heritage tourism- a contradiction in terms*”- Julia Crozier | “*A logistic regression model for analysing the determinants of golf tourists satisfaction*”- Miguel Moital  |
|  | "*Destination positioning: a comparison between tourism stakeholders and tourists at a regional destination"* - Aaron Tkaczynski & & Sharyn Rundle-Thiele |  |  |  | “*Impacts of mega-events in developing and developed countries*”- ShiNa Li  |