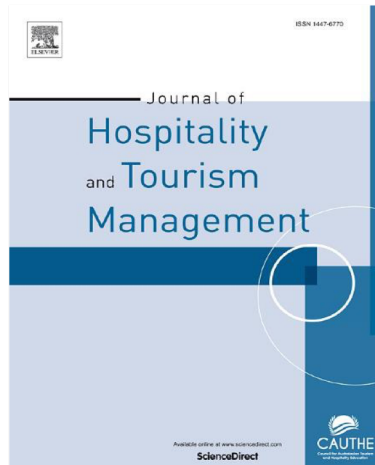




University of
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Centre for
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Management



2019 Journal of Hospitality & Tourism Management (JHTM) Research Symposium

“Customer Experience and Tourism Innovation”

9 August 2019

University of South Australia

Level 5, Room 15 (GK5-15), City West Campus
Adelaide, South Australia

Purpose and theme

The Journal of Hospitality & Tourism Management (JHTM) invites you to participate in its 2019 Research Symposium taking place on the 9th August 2019 at University of South Australia, Adelaide.

JHTM is growing from strength to strength having a major presence and impact in the tourism, hospitality and events field. With a **continuous increasing Citescore impact factor**, the JHTM was accepted for **inclusion in the Social Sciences Citation Index® (SSCI) in 2018**, and we are expecting our first SSCI impact factor in June 2019.

The purpose of the 2019 JHTM Research Symposium is to bring researchers together to network, discuss and form collaborations for conducting and advancing research in the field of tourism, hospitality and events. **The 2019 Research Symposium also aims to support scholars to publish their research in JHTM as well as to celebrate the successes of the JHTM.**



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To that end, the programme and the theme of the 2019 JHTM Research Symposium is designed around the development of a special issue for the JHTM on the themes of *Customer Experience and Tourism Innovation*. Participants will have the opportunity to make a short presentation (5-10 minutes) about a research idea or a study that they are working on, so that they can receive feedback on how to improve it and convert it into a journal paper. The JHTM editor, the guest editors of the JHTM special issue as well as other members of the editorial board of the JHTM will also be available to provide feedback and advice to presenters.

Paper presentations do not have to fit the theme of the JHTM special issue, and participants are not obliged to submit their research to the JHTM special issue. Submissions to the 2019 Research symposium can relate to any topic in tourism, hospitality and events. The participants are welcome and can benefit from interactions and networking with other peers and the JHTM editorial team.

Programme

To facilitate research collaborations and help participants to publish a paper in the JHTM special issue, the programme of the 2019 JHTM Research Symposium includes a series of interactive and participatory sessions designed around the theme of the JHTM special issue.

A general overview of the programme is provided below:

9 August 2019

8:30 – 10:30: Interactive workshop: *Lego as a serious game: creative experience design*

10:30 – 11:00 Coffee break

11:00 – 13:00 Keynote speakers and panel discussion

13:00 – 14:00 Lunch

14:00 – 15:30 Paper presentations

15:30 – 16:00 Afternoon tea

16:00 – 17:30 Paper presentations

10 August 2019 – optional field trip

A field trip to the McLaren Vale for visiting the newly iconic cellar door of D'Arenberg Cube (<https://www.darenberg.com.au/darenberg-cube/>). The Cube is a creative space offering numerous multi-sensorial wine experiences. We will have the chance to visit this winescape and hear from its wine entrepreneur, Chester Osborn, the design and rationale of some of their ultimate wine experiences. This will be a full day edutainment field trip, visiting two other exceptional cellar doors in McLaren Valley in order to experience and learn more about their wine tourism offerings.



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Submission guidelines

The 2019 JHTM Research Symposium invites submissions in the following formats:

1. **Papers:** Interested authors should submit an extended structured abstract about their research not exceeding 1500 words. The structured abstract should outline the research study according to the following topics: research aims; research methodology/design; major findings; research contribution; practical implications.
2. **Works in progress:** Interested authors should submit an abstract, not exceeding 500 words, about their work-in-progress. The abstract should introduce the study phenomenon, its theoretical foundations, the suggested methodology as well as the expected findings and implications.

Submissions do not have to relate to topic of the JHTM special issue. However, authors of symposium papers that fit the scope of the special issue are welcome to submit an enhanced version of their manuscript to the JHTM special issue. Participants should use the EasyChair platform for submitting their work by following the following link:

<https://easychair.org/my/conference?conf=2019jhtmsymposium>

Submission Deadline: 15 July 2019

Publication Opportunity - Special issue for the JHTM

Participants of the 2019 JHTM Research symposium will have the opportunity to submit an enhanced version of their symposium submission to a special issue of the JHTM.

Registration

The 2019 JHTM Research Symposium is co-sponsored by CAUTHE and the Centre of Tourism & Leisure Management (CTLM), School of Management, University of South Australia.

Registration fees for the 2019 JHTM Research Symposium (including breakfast, coffee/tea, and lunch) are set as follows:

Registration Fee for CAUTHE Members: 75 AUD

Registration Fee for non-CAUTHE Members: 100 AUD

Please register online at:

<https://www.eventbrite.com.au/e/2019-journal-of-hospitality-tourism-management-jhtm-research-symposium-tickets-59802837898>

Workshop webpage

<http://cauthe.org/2019-journal-of-hospitality-tourism-management-jhtm-research-symposium/>

For more information about the workshop, please contact Prof Marianna Sigala (Marianna.Sigala@unisa.edu.au, Chair of the 2019 JHTM Research Symposium)