

CAUTHE 2023 Conference Report



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1. CONFERENCE OVERVIEW

Date: 7-9 February 2023

Location: Esplanade Hotel, Fremantle

Hosted by: Curtin, Edith Cowan and Murdoch Universities

Website: <https://forumgroup.eventsair.com/cauthe-2023/>

1.1 Background and overview

CAUTHE 2023 conference had the theme 'West, east, south, north: Redirecting research in tourism, hospitality and events' and encourage delegates to think different about THE research and education following the COVID- 19 pandemic. The conference was hosted by a consortium of WA universities: Curtin, Edith Cowan and Murdoch and we enjoyed the opportunity to collaborate. The conference committee were keen to involve industry and government in the conference and featured two panels, which involved representatives from Federal and State Government agencies as well as key industry figures.

The CAUTHE 2023 conference was originally scheduled for February 2021 but the advent of COVID-19 meant that the conference was postponed twice. During this time the originally contracted PCO, Promaco who has considerable experience with organizing academic conferences, including previous CAUTHE conferences ceased operations. The committee also lost four committee members including the co-chair but was able to recruit three new committee members. There were also substantial seed funds committed by Curtin and Edith Cowan Universities, which were lost as a result of the conference deferral.

CAUTHE 2023 was the first conference organised using the new CAUTHE model for conference organisation, which involved using CAUTHE's prescribed PCO, Forum Group, and the requirement for budget items to be approved by the CAUTHE Executive. The model offers constraints, for example by leading to decisions taking longer while various stakeholders are consulted. The new model involves the budget being managed by the CAUTHE Executive on behalf of the association and the Executive were particularly risk-averse post-COVID. Approval to run the conference in Fremantle was not given until July 2022, leaving only six months for the committee to organize the event. Particular concerns were the willingness to travel to WA, given the State's history of border closures and the ongoing COVID-19 pandemic, the high cost of travel and limited availability of conference funding.

Due to budgeting concerns and uncertainty around delegate registrations, the committee were required to run a 'no-frills' conference, which included keeping to the three day model introduced by Griffith University to make the event more affordable for delegates and reduce the risk for the association. Added to this, the conference committee were locked into pre-COVID contracts with venues, who were struggling with rising costs and staff shortages. Many publishers, who had been regular CAUTHE conference attendees and sponsors prior to COVID-19, now had reduced travel and sponsorship budgets.

An additional challenge was that our first keynote speaker Professor Anne Poelina unfortunately cancelled in mid-January due to flooding in the Kimberley, which severely affected her community. This required last minute changes to both keynote and panel presentations, which were challenging as we were mindful that our speakers need to represent CAUTHE's commitment to diversity and inclusivity. Tourism WA Managing Director Carolyn Turnbull generously agreed to fill the keynote spot and Nuriah Jadai joined our panel.

1.2 Conference Program

Date	Time	Activities
Monday 6 February 2023	Morning & Afternoon	
	Evening	Learning and Teaching SIG meeting
Tuesday 7 February 2023	Morning	Registration; PhD/ECR workshop; Lunch with small group mentoring
	Afternoon	Conference welcoming ceremony; afternoon tea; Concurrent sessions 1; JHTM meeting
	Evening	Welcome Reception around the pool at the Esplanade Hotel
Wednesday 8 February 2023	Morning	Event Studies SIG meeting; Concurrent sessions 2; morning tea; keynote speaker 1; Panel 1
	Afternoon	Lunch; research sharing sessions; special interest group (SIG) meetings; concurrent sessions 3 & 4; CAUTHE AGM
	Evening	SIG meetings; Free evening
Thursday 9 February 2023	Morning	Chapter Directors' (or nominees') breakfast; Keynote speaker 2; morning tea; panel session 2; JHTM awards; Concurrent sessions 5; Lunch and posters session
	Afternoon	Concurrent sessions 6; The Great Debate; afternoon tea & closing ceremony
	Evening	Conference gala dinner & awards ceremony

2. CONFERENCE COMMITTEE

- Conference Chair: Professor Kirsten Holmes
- Scientific Committee Chairs: Dr Joanna Pearce, Associate Professor Michael Volgger
- PhD/ECR workshop: Dr Diane Lee, Dr Michael Hughes, Dr Eunjung Kim
- Social events: Mr Yohei Okamoto
- Social media: Associate Professor Mingming Chen
- Student Volunteers: Assiya Begaliyeva, Yancy Cheung, Taina Gallazi de Campos Gama, Van Huy Nguyen, Veer Parmar, Man Tang, Vimal, Shui Yau
- Professional Conference Organiser: Forum Group

3. SPONSORS

- Business Events Perth
- Curtin University
- Channel View Publications
- Edith Cowan University
- Elsevier
- Goodfellows Publishers
- Murdoch University
- Springer
- William Angliss

4. DELEGATE PROFILE

4.1 Delegates by registration type

Registration Type	Earlybird	Standard	Total
Full registration			
• Non-member	57	9	66
• CAUTHE member	45	4	49
Student			
• Non-member	1	5	6
• CAUTHE member	38	1	39
One-day registration			
• Non-member	3	2	5
• CAUTHE member	2	1	3
PhD/ECR workshop only		10	10
Complimentary / Exhibitor / Volunteer		9	9
Other		6	6
		TOTAL	193

4.2 Delegate place of origin

Origin	n	%
Australia	131	69%
New Zealand	11	6%
International	49	25%
TOTAL	193	

4.3 Social function attendance

Programmed Social Function	Delegates	Guests	Total
Welcome reception	80		80
Conference dinner	137		137
Optional tour(s)	5		5

5. PAPER AND ABSTRACT REVIEW PROCESS

5.1 Scientific committee

Scientific Committee Co-Chairs

- Dr Joanna Pearce (Edith Cowan University)
- Assoc Prof Michael Volgger (Curtin University)

Title	Name	Institution
A/Prof	Heike Schanzel	Auckland University of Technology
Prof	Harald Pechlaner	Catholic University of Eichstaett-Ingolstadt
Dr	Sean Lee	Curtin University
Prof	Christof Pforr	Curtin University
Prof	Andreas Zins	Curtin University Malaysia
Prof	Sam Huang	Edith Cowan University
Dr	Eerang Park	Edith Cowan University
Prof	Jane Ali-Knight	Edinburgh Napier University
A/Prof	Serena Volo	Free University of Bolzano
Mr	Olivier Oren	Griffith University
Dr	Anna Kralj	Griffith University
A/Prof	Sebastian Filep	Hong Kong Poly Tech

Dr	Denis Tolkach	James Cook University
A/Prof	Laurie Murphy	James Cook University
Ms	Anastasia Yeark	Kaplan Business School
Dr	Joanna Fountain	Lincoln University
A/Prof	Jim Macbeth	Murdoch University
Prof	Babak Taheri	Nottingham Trent University
Prof	Brian King	Texas A&M
Prof	Catheryn Khoo	Torrens University
Prof	Iis Tussyadiah	University of Surrey
A/Prof	Senika Dewnarain	University of Birmingham Dubai
Prof	Girish Prayag	University of Canterbury
A/Prof	Tamara Young	University of Newcastle
Dr	Julia Albrecht	University of Otago
Dr	Craig Lee	University of Otago
Prof	Marianna Sigala	University of Piraeus
Dr	Faith Ong	University of Queensland
Dr	Aaron Tham	University of Sunshine Coast
Dr	Oscar Vorobjovas-Pinta	University of Tasmania
Prof	Simon Darcy	University of Technology Sydney
A/Prof	Christian Schott	Victoria University of Wellington
A/Prof	Ian Yeoman	Victoria University of Wellington
Prof	Joseph Cheer	Wakayama University
Dr	Kijung Choi	William Angliss Institute

5.2 Paper and abstract reviewers

First name	Surname	First name	Surname
Denian	Cheng	Ling	Abott
Annie	Yang	Elisa	Burrai
Yu (Olivia)	Su	Greg	Willson
Anita	Manfreda	Sean	Lochrie
Panpan	Sun	Richard	Aquino
Alan	Briggs	Vikki	Shaffer
Angela	Chu	Sherry	Tseng
Simon	Darcy	Jane	Ali-Knight
Kirsten	Holmes	Natalie	De Vito
Cheer	Joseph M.	Ana	Delevska
Rachel	Qin	Joanna	Fountain
Ismail	Shaheer	Craig	Lee
Gagrat	Vizak	Faith	Ong
Taufik	Abdullah	Fiona	Oster
Husna Zainal	Abidin	Christof	Pforr
Samuel	Adeyinka-Ojo	Tyler	Riordan
Allison	Anderson	Pola	Wang
Isaac	Cheah	Julia	Albrecht
Ganghua	Chen	Mina	Amrovani
Carmel	Foley	Amin	Asharifar
Faye	Hao	Joseph	Cheer
Kimo	Hermann	Mingming	Cheng
Afiya	Holder	Senika	Dewnarain
Lingling	Huang	Abrar	Faisal
Mike	Hughes	Marcela	Fang
Heather	Jeffrey	Sebastian	Filep
Gary	Kerr	Ida	Fjelldal
Ajay	Khatter	Carolina Ines	Garcia
Catheryn	Khoo	Kelsy	Hejjas
Eunjung	Kim	Freya	Higgins-Desbiolles
Anna	Kralj	Sam	Huang
Mun Soon	Lam	Brian	King
Yue	Ma	Cindy	Lee
Sonia	Messori	Sean	Lee
Rajesh	Nautiyal	Diane	Lee
Aji	Nusantara	Wen Hao	Liang
Can Seng	Ooi	Jim	Macbeth
Harald	Pechlaner	Van	Nguyen
Benedetta	Piccio	Yohei	Okamoto
Girish	Prayag	Alicia	Orea-Giner
Dirk	Reiser	Sandra Cherro	Osorio
Alexander	Safonov	Eerang	Park
Heike	Schanzel	Raymond	Rastegar
Arne	Schuhbert	Christian	Schott

First name	Surname	First name	Surname
Anna	Scuttari	Marianna	Sigala
Yuhong	Shao	Eunice	Tan
Richard	Shipway	Aaron	Tham
Babak	Taheri	Denis	Tolkach
Paul	Taylor	Oscar	Vorobjovas-Pinta
Iis	Tussyadiah	Mona	Yang
Serena	Volo	Anastasia	Yeark
Andreas	Zins	Ian	Yeoman
Adamu	Abbas	Tamara	Young
Kourosh	Esfandiar	Zara	Zarezadeh
Marco	Haid	Anna Rita	Irimias
Sumi	Ingerson	Angela	Lee
Kijung	Choi	Reni	Polus
Brielle	Gillovic	Ricardo Nicolas	Progano
Biqiang	Liu	Jaime	Thompson
Alberte	Toettenborg	Laurie	Murphy
		Olivier	Oren

5.3 Refereeing process

The paper submission process was managed by the scientific committee chairs. All papers were double blind reviewed by two reviewers using the standard CAUTHE conference reviewer form.

5.4 Key dates

- Closing date for full papers: 15th October 2023
- Closing date for working papers / abstracts: 30th October 2023
- Notification of acceptance: 5th December 2023

6. PAPERS AND PRESENTATIONS

6.1 Paper and presentation session key features

The conference included keynote, panel sessions, parallel presentations and a poster session. The conference committee were keen to involve industry and government in the panels and also to seek keynote speakers who work across these sectors.

6.2 Paper and presentation summary

Item	Number
Keynote presentations	2
Panel presentations	2
Total papers submitted	141
Papers withdrawn by author	2
Papers rejected	3
Papers presented	136
Working papers	116
Full Papers	10
Posters / visual presentations	10
Oral presentations	126

7. FINANCIAL SUMMARY

The financial reporting is in AU\$

7.1 Registration fees

Registration Type	Fees	
	Earlybird	Standard
Full registration		
• Non-member	\$910	\$960
• CAUTHE member	\$800	\$850
Student		
• Non-member	\$485	\$540
• CAUTHE member	\$430	\$485
One-day registration		
• Non-member	\$350	\$375
• CAUTHE member	\$350	\$375
PhD/ECR workshop		
• Workshop only	\$50	\$65

7.2 Conference income and expenditure*

Income	
Conference registrations, additional dinners, workshops etc	\$110,328.24
Sponsorship	\$27,649.69
<i>Total conference income</i>	<i>\$137,977.93</i>
Membership fees	\$5,940.00
Expenditure	
Professional Conference Organiser (full/part)	\$22,938.65
Venues	\$108,802.22
Speaker costs	\$6,705.92
Other direct costs	\$3,515.34
<i>Total conference expenditure</i>	<i>\$141,962.13</i>
Grand Total	-\$3,984.20

*The conference budget is still being reconciled.

7.3 Sponsorship income: tables, inserts and exhibitions

Organisation		Total
Business Events Perth	Conference bid, marketing, speakers' expenses	\$8,800.00
Channel View Publications	Booth	\$2,200.00
Curtin University seed funding	Spent prior to conference postponement	\$10,000.00
Curtin University Faculty of Business and Law	Sponsorship of PhD/ECR workshop mentoring lunch	\$1,000.89
Edith Cowan University seed funding	Spent prior to conference postponement	\$10,000.00
Elsevier	Name on sponsor slide and sponsorship of afternoon tea	\$960.00
Goodfellows Publishers	Name on sponsor slide and direct email to delegates	\$338.80
Murdoch University	Use of venue for PhD/ECR workshop	In kind
Springer	Name on sponsor slide and sponsorship of morning tea	\$1,100.00
William Angliss Institute	Name on sponsor slide and direct email to delegates	\$875.00
TOTAL		\$35,274.69

8. DELEGATE FEEDBACK

8.1 Pre-conference

The conference feedback shows that most respondents found the pre-conference information and registration process good or excellent, with all items rated 3.8 or higher. The rate of reply to conference enquiries was given a mean of 4.17 and the process of handling the paper submissions was rated 4.06. As noted in the summary below, there is a challenge in managing the deadline for delegate registration to enable the program to be prepared in a timely manner.

8.2 Plenary sessions

The opening and closing ceremonies were straightforward events. Due to budget restrictions, the entertainment included at previous conferences was not a feature of this 'no-frills' conference. Both events were well-received in that spirit by delegates.

Keynote 1 was the highly problematic presentation from Dr Nisha Barkathunnisha Abu Bakar, introduced by Professor Catheryn Khoo. This incident dominated respondents' comments in the conference feedback survey.

Dr Barkathunnisha Abu Bakar was well-known to the conference committee and CAUTHE Chair. She had a track record online of giving high quality and relevant presentations. Dr Barkathunnisha Abu Bakar participated in a panel for the PhD/ECR workshop, which was well-received. There was no prior indication about the incident up until the morning tea immediately before the presentation, when committee members were advised that Dr Barkathunnisha Abu Bakar had planned an unusual 'entrance'. As delegates were upset and angry following this incident, conference committee members and CAUTHE colleagues provided support to distressed delegates. Each hosting university was also advised of the incident and a press response was prepared, although not needed. At the end of Dr Barkathunnisha Abu Bakar's keynote, delegates were provided with the contact details for helplines. Subsequently the conference committee and CAUTHE communicated with conference delegates via social media and email.

Keynote 2 given by Carolyn Turnbull, Managing Director of Tourism WA, who agreed to provide the keynote with only two weeks' notice due to the withdrawal of Professor Poelina noted earlier, was well-received.

Both panels combined industry, government and academics as participants. Both panels were rated well by conference participants.

The Great Debate finished the conference on a high and was the most highly rated plenary event for the conference, receiving a mean of 4.6.

8.3 Concurrent sessions

Positive feedback was received about the concurrent sessions. They were rated highly by survey respondents, with means of over 4.00 except for AV support (mean = 3.93).

8.4 Venues, Catering and Social Activities

Fremantle was considered an ideal host destination for the conference. Delegates enjoyed meeting up face to face after three years and the opportunities for networking were valued.

There were mixed ratings about the food at the venue. The venue set up a buffet just outside the plenary room, which led to noise, crowding and concerns about COVID-19 safety from a small number of delegates. This represented miscommunication between the conference committee and the PCO as the conference committee anticipated that the hotel's main buffet area would be used for the lunches.

The conference dinner venue was clearly a great choice and delegates enjoyed taking photos. There was a problem with seating due to a greater number of delegates attending the dinner than had registered and the event was short of one full table for delegates. The venue refused to add another table inside and these delegates had to enjoy their meal on the balcony. The venue also did not have any extra meals and the additional delegates chose their meals from the venue's menu.

Delegates were asked to indicate their attendance at the dinner on the registration form but this was not a compulsory field. Delegates were emailed twice in the lead up to the conference confirming their attendance at the social events and the social events for which they were registered were printed on

their delegate badges at the conference. A number of delegates had not ticked the dinner attendance box and attended the dinner.

9. MEDIA AND COMMUNICATIONS

Media releases were prepared by all host universities relating to the conference. Dr Joanna Pearce did a podcast interview with Will Yeoman from Seven West Media for The Pod Well Travelled on Friday 20th January.

The social media plan was executed by Associate Professor Mingming Cheng and his team at Curtin Social Media Research Lab. The team has developed a list of social media posts based on the stage of the CAUTHE 2023 conference. Instead of using CAUTHE's own social media platforms, the CAUTHE 2023 conference social media team have created its own social media accounts on LinkedIn and Twitter (see Figure 1) after consulting with the CAUTHE 2023 conference organising team. The CAUTHE Secretariat directly reposted the social media posts from CAUTHE2023 official social media accounts to reach a wider audience.



Twitter official account

LinkedIn official account

Figure 1: Twitter and LinkedIn Official Accounts of CAUTHE2023

The first post was made at the end of August 2022. At least two posts per week were made from this first post through to the Christmas holidays. After the new year 2023, posts increased to at least three times per week until the conference went live (usually Mondays, Wednesdays, and Fridays). During the conference, one post was made per day, managed by Associate Professor Mingming Cheng and his team at Curtin Social Media Research Lab. Categories of posts included: conference logistics (e.g., reminders of the paper submission deadline), programming announcements (e.g., sharing various panellist and keynote details), general CAUTHE promotion (e.g., selling the benefits of registering, CAUTHE community appreciation e.g., a thank you to reviewers, the development of CAUTHE 2023 branding), and sponsorship announcements (e.g., welcoming and thanking sponsors). Where possible, gifs, memes and subtle humour were used in crafting posts to provide a distinct voice for CAUTHE 2023.

The following section summarizes the social media activities of CAUTHE 2023 on Twitter and LinkedIn.

Social media platform – LinkedIn

Number of posts - Start from 29 August 2022 - Total post – 78 posts

- August 2022 – 1 post
- September 2022 – 10 posts
- October 2022 – 11 posts
- November 2022 – 10 posts
- December 2022 – 10 posts
- January 2023 – 10 posts
- February 2023 – 28 posts
- April 2023 – 1 post

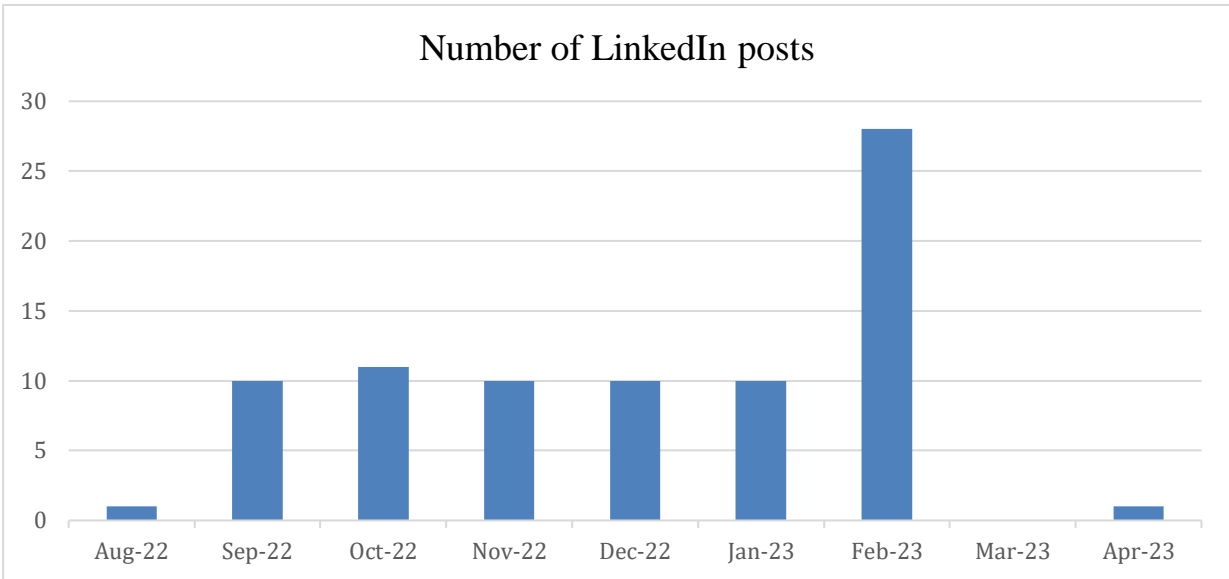


Figure 2: Number of LinkedIn posts

Highlights

Highlights
Data for 6/15/2022 - 6/14/2023

1,078
Reactions

44
Comments

95
Reposts

Figure 3: Highlights summary

- 1078 reactions
- 44 comments
- 95 reposts

Impression

Metrics

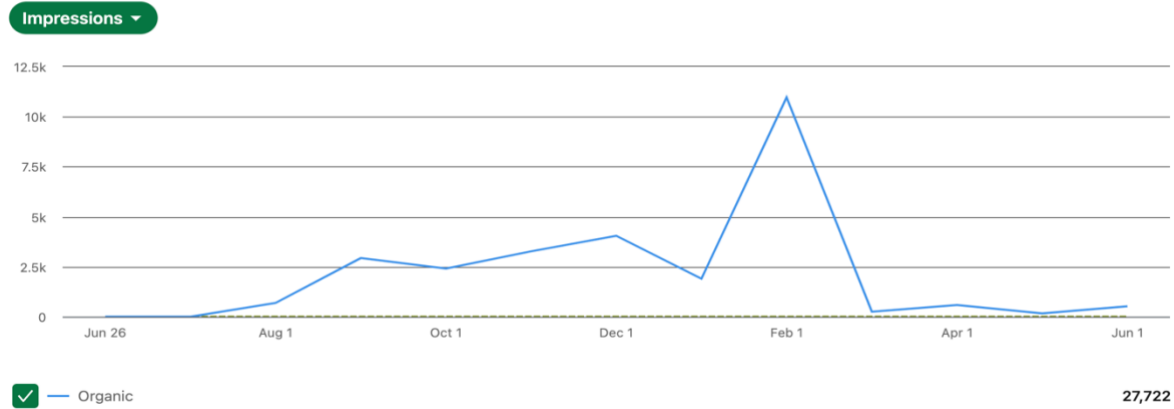


Figure 4: Impressions

- Total impression: 27,722
- Highest impression post: 10,965

Post example

CAUTHE 2023 CONFERENCE
273 followers
4mo · Edited ·

The **CAUTHE CONFERENCE 2023** just finished!

It has been great to see many delegates in person. If you were wondering who was in the organising committee, here you go 🥳

Kirsten Holmes Joanna Pearce Michael Volgger Diane Lee Michael Hughes Dr Eunjung Kim Mingming Cheng Yohei Okamoto

CAUTHE Australasian Tourism and Hospitality Education

#education #hospitality #tourism

Organic discovery

990 Impressions 486 Unique impressions

Get more impressions by sponsoring your post. **Boost**

Organic engagement

119 Engagements 12.0% Engagement rate

Clicks 60

Click-through rate 6.1%

Reactions 51 →

Comments 6 →

Reposts 2 →

Figure 5: LinkedIn post example

Social media platform – Twitter

Number of posts - Start from 29 August 2022 - Total post – 86 posts

- August 2022 – 1 post
- September 2022 – 8 posts
- October 2022 – 9 posts
- November 2022 – 3 posts
- December 2022 – 10 posts
- January 2023 – 11 posts
- February 2023 – 33 posts
- April 2023 – 1 post

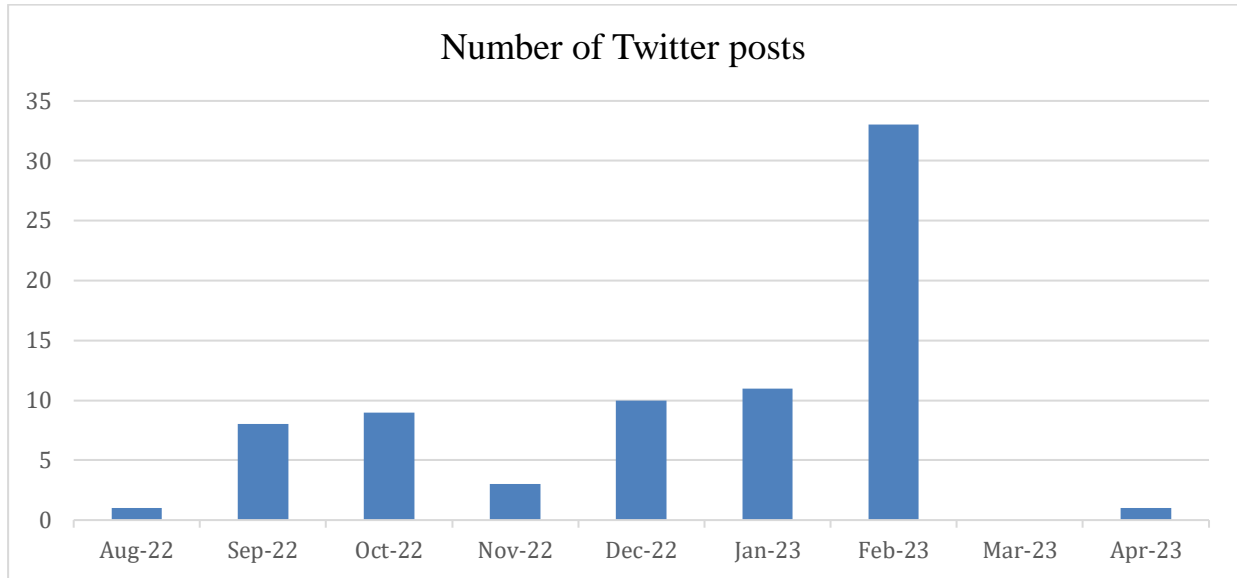
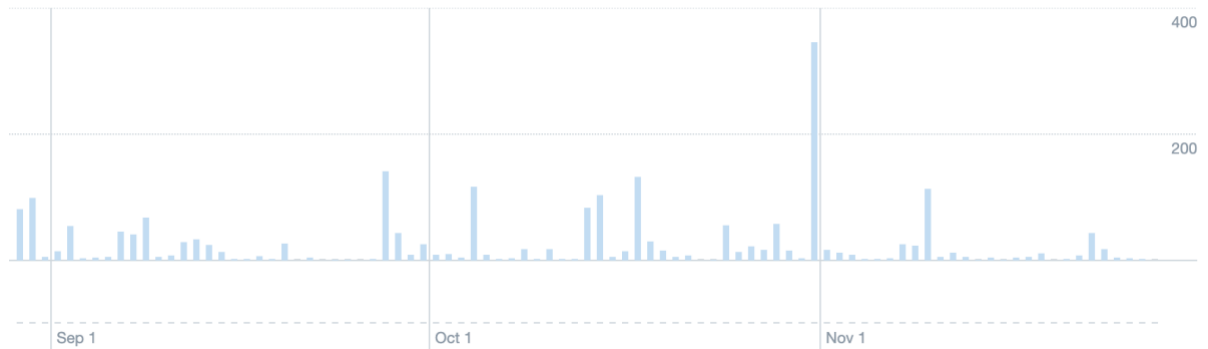


Figure 6: Number of Twitter posts

Impressions



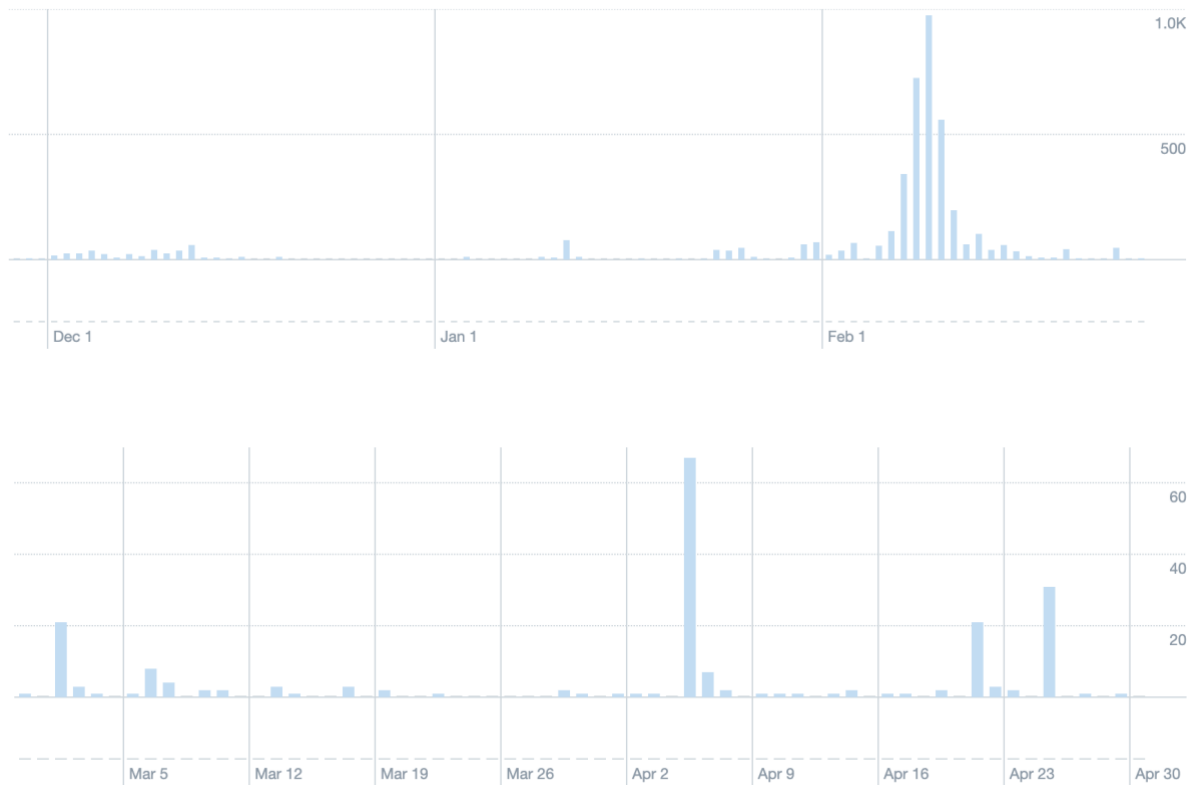


Figure 7: Impressions

Total impressions: 6,804
 Highest impression post: 975

Post example

CAUTHE2023 @CAUTHE2023
 @CAUTHE2023 Registration Open.

📍Registration for the Council for Australasian Tourism and Hospitality Education 2023 Conference (@CAUTHE2023) is now open. @cauthe1 Register online on 31 October 2022

Details at,
[https://forumgroup.eventsair.com/cauthe-2023/registration ...](https://forumgroup.eventsair.com/cauthe-2023/registration...)

#Research #Tourism #Hospitality

Impressions	405
Total engagements	3
Retweets	1
Link clicks	1
Detail expands	1

CAUTHE2023 @CAUTHE2023

We had a great time today, and don't forget our event tomorrow.

Tomorrow's event is being held at the Esplanade Hotel Fremantle, Western Australia.

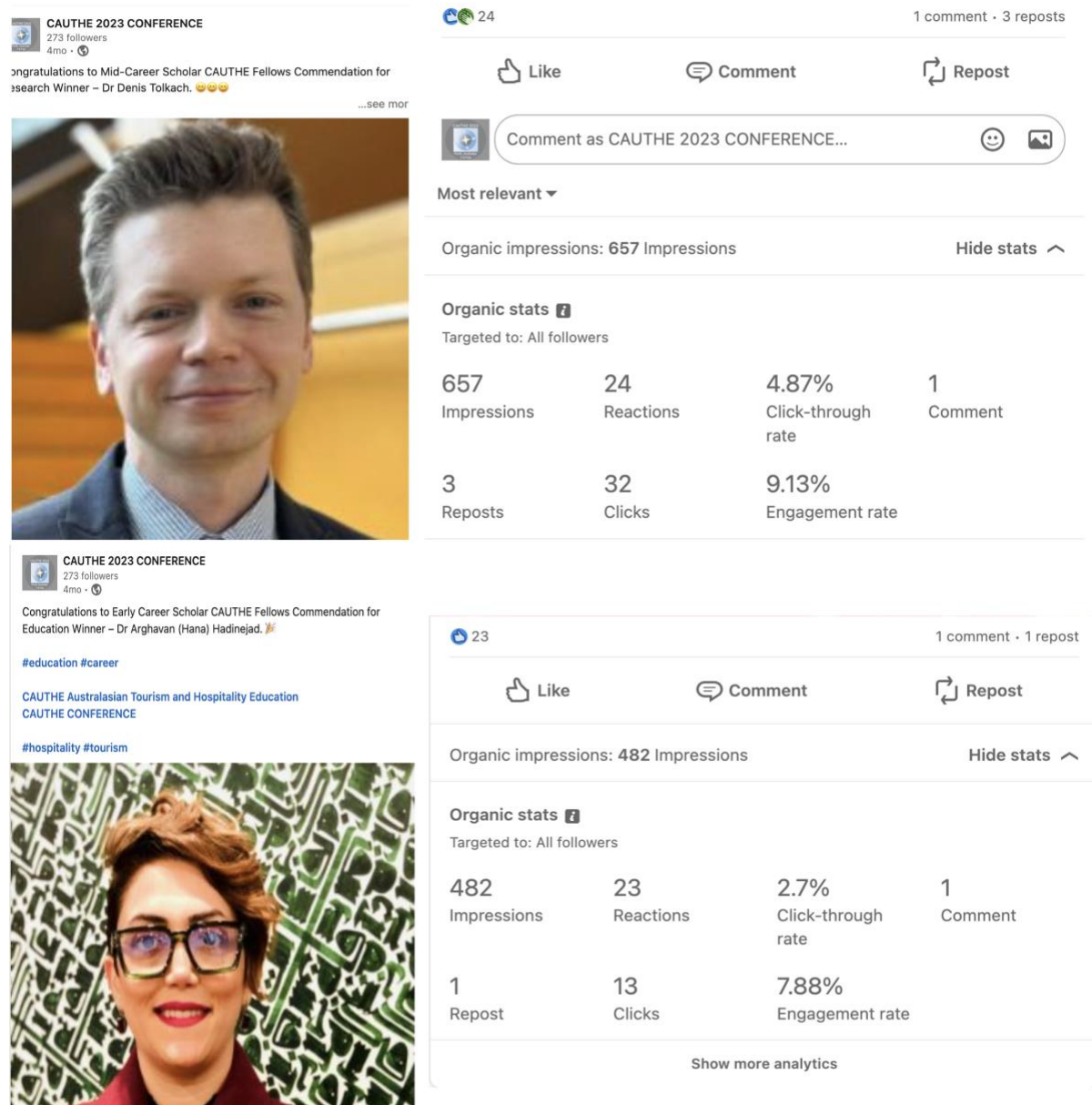
@CAUTHE2023 @cauthe1
<pic.twitter.com/em7BX98ZHt>

Impressions	258
Total engagements	20
Media engagements	7
Profile clicks	7
Likes	3
Detail expands	3

Figure 8: Twitter post example

New initiative

This year, the team has created a new initiative – releasing the CAUTHE 2023 conference award winners at the time when the award winners were announced. This new initiative has significantly increased audience engagement and interaction and created excitement for winners and attendees (See Figure 9).



10. SUMMARY

The 2023 CAUTHE conference took place at a very uncertain time, immediately following the travel restrictions associated with the COVID-19 pandemic. We were working to a break-even of 120 paying delegates. The call for papers elicited a very positive response and we were delighted at the number of attendees. The conference organization also gave colleagues at the three host universities the welcome opportunity to work together. As well as being the first face to face conference since COVID-19, this was the first conference organized using the new CAUTHE model. We offer a number of learnings based on these factors.

The new conference model involves the CAUTHE Executive overseeing the conference budget, As a result, budget negotiations took some time, resulting in the conference committee waiting for approval to host the conference until July 2022. Using the CAUTHE PCO meant that we did not have a local PCO. There were no existing relationships between the PCO and the venues, which we feel may have avoided some of the issues such as overbooking at the gala dinner and the location and quality of the lunches. The paper management system also did not seem well suited for an academic conference. It was also the first in-person academic conference that the PCO Forum Group had run and there was much to learn.

Some delegates raised issues about the timing of the program release and required revisions leading to multiple versions. The program cannot be released until presenters have confirmed their attendance. A number of paper authors did not register and the committee were chasing these authors to confirm their attendance before releasing the program. An earlier registration cut-off date would have enabled us to finalise the program earlier. The paper management system generated an initial program that required significant editing and we recommend that future conference committees budget administrative assistance for this task.

There were extensive negotiations between the CAUTHE Executive, the conference committee and the PCO to reduce the costs of the AV for the conference, which were substantial. The AV partners employed were unable to play videos in the main plenary room, which disrupted the second keynote and conference handover.

The conference committee has received considerable feedback about Keynote 1. CAUTHE has taken action but there remain limited options for controlling a keynote's presentation and the academic community rightly expects colleagues to behave appropriately. One delegate suggested replacing keynotes with other plenary activities, which would be less reliant on one participant.

While it is usual to ask delegates to confirm their attendance at social events, but this needs to be via compulsory fields in the registration form.

The compacted program, which was designed to reduce costs for both delegates and CAUTHE, left little time for networking and this was noted in the conference feedback.

Many delegates were co-authors on multiple papers and struggled to attend all sessions. This was a factor in the revisions to the conference program to avoid clashes. Other conferences set a limit on the number of papers that a delegate can co-author. This would assist with scheduling challenges, noting that additional paper presentations may incur a cost to the conference budget in terms of room hire.

There were a number of issues with the location and timing of the poster sessions. The truncated conference program meant there were limited timeslots for the poster sessions and hopefully this can be improved at subsequent conferences. At the conference, the Organising Committee asked delegates to rate the posters as at previous CAUTHE conferences. After receiving negative delegate feedback related to this, we checked previous conference surveys and noted that this issue has been raised before. We recommend that at future conferences the scientific committee appoints independent reviewers for the poster session.

Overall, however, we were delighted to receive 188 delegates in Fremantle at CAUTHE's first face to face conference since the COVID-19 pandemic. Despite the challenges, insecurities, new organising models and multiple postponements the Organising Committee was able to host an academically enriching and financially viable conference. It was also inspiring that the conference was organised in the CAUTHE spirit of collaboration between multiple universities. Strong bonds between individuals were created. The conference had a greater than usual integration with industry and government representatives and was able to address a number of current topics in the tourism, hospitality and events sectors. In sum, the conference was a success and will allow CAUTHE to tweak and adjust newly introduced process and systems in going forward.

Report prepared by:

Name: Kirsten Holmes with input from Mingming Cheng and Michael Volgger

Position: Conference Chair and committee members

Date: July 2023